

PERSON SPECIFICATION

Job Title: Director of Customer and Community Services

Date: September 2021

Requirement	Value	
	Essential	Desirable
1. Education and Qualifications		
<ul style="list-style-type: none"> • A relevant professional qualification 		✓
<ul style="list-style-type: none"> • Educated to Degree level 		✓
2. Skills and Abilities		
<ul style="list-style-type: none"> • Excellent people management and leadership skills 	✓	
<ul style="list-style-type: none"> • Excellent written and verbal communication skills; able to engage with a wide variety of audiences. 	✓	
<ul style="list-style-type: none"> • Highly motivated team player with a positive attitude, able to lead a culture focussed on excellent customer service, learning and good practice. 	✓	
<ul style="list-style-type: none"> • Able to think and operate strategically to manage change, adopt best practice and drive continuous performance improvement and value for money 	✓	
<ul style="list-style-type: none"> • Excellent project management skills: able to plan and work effectively to deliver business objectives in a pressured working environment. 	✓	
<ul style="list-style-type: none"> • Excellent analytical skills, able to produce reports, presentations, project plans and to extract, analyse and produce key business data. 	✓	
<ul style="list-style-type: none"> • Excellent decision making and risk management skills and a proven ability to influence and negotiate with others for the benefit of the Association and the community. 	✓	
<ul style="list-style-type: none"> • Commercial acumen and innovation in delivering projects. 	✓	
3. Experience & Knowledge		
<ul style="list-style-type: none"> • Substantial experience of working in a social housing or similar environment and a record of achievement at a senior level. 	✓	
<ul style="list-style-type: none"> • Knowledge of the legal and regulatory requirements relating to housing associations 	✓	

• An excellent understanding of customer service and performance issues across our business	✓	
• A track record of managing, motivating and developing teams.	✓	
• A track record of initiating and leading change and delivering service/business improvements to improve efficiency and the customer experience.	✓	
• Significant policy and strategy development experience	✓	
• Experience of working with and reporting to governing bodies to provide assurance and support effective decision making	✓	
• A knowledge and understanding of the social and economic issues facing the local community	✓	
• A good understanding of how housing associations can go beyond their landlord role to meet wider needs of the local population and contribute to community regeneration.	✓	
• Experience of successfully developing “wider role” projects		✓
• Strong financial awareness and budget management experience		✓
4. Other Requirements		
• Passionate about customer service and customer and community engagement	✓	
• A commitment to the ethos, values and objectives of Shettleston Housing Association	✓	
• Flexibility to work out-with office hours	✓	
• Ability to attend evening meetings	✓	