



## Person Specification

### Support Team Leader

SECTION	CRITERIA
<b>Education &amp; Qualifications</b>	<ul style="list-style-type: none"> <li>• A housing related qualification or significant experience in housing</li> <li>• Evidence of continued professional development</li> <li>• A good standard of numeracy and literacy</li> </ul>
<b>Skills, Knowledge &amp; Experience</b>	<ul style="list-style-type: none"> <li>• Some experience of directly managing colleagues providing front line services to tenants and residents in a housing service, or previous management or project management experience</li> <li>• An excellent understanding of issues in relation to providing tenancy management and support services to tenants, and the willingness to do further learning / development</li> <li>• Experience of delivering excellent customer service in the field of support services and experience of case work and taking appropriate action</li> <li>• Experience of working with tenants to develop and deliver customer responsive services</li> <li>• Good working knowledge of IT systems</li> <li>• Up to date knowledge and understanding of current legislation in relation to housing issues and the Group's legal responsibilities as a landlord</li> <li>• An understanding of policy issues and the ability to deliver services in accordance with the relevant policies and procedures</li> <li>• Experience of effective partnership working</li> <li>• Commitment and understanding of the need to deliver services with a clear focus on value for money</li> <li>• Understanding of the need for confidentiality</li> <li>• Excellent oral and written communication skills</li> <li>• Excellent interpersonal and organisational skills</li> <li>• Ability to work on own initiative or as part of a team</li> <li>• Knowledge of safeguarding and safeguarding responsibilities</li> </ul>

	<ul style="list-style-type: none"> <li>• Understanding and ability to work as a flexible team member, contributing to the delivery of business objectives</li> <li>• To be adaptable and responsive to change</li> <li>• Ability to be proactive and work on own initiative</li> <li>• Ability to keep accurate records and customer contacts</li> <li>• Promote and embed equality and diversity as an integral aspect of working.</li> <li>• Willingness to work flexibly and outside office hours should this be required</li> <li>• Must hold a full driving licence and have access to a vehicle daily</li> </ul>
<b>Key Responsibilities of Role</b>	
<p>To deliver a high quality, customer-focused, effective tenancy management service to the tenants and applicants of Wythenshawe Community Housing Group.</p> <p>To provide support to tenants who require a structured plan to improve the condition of their property, in order to sustain their tenancy.</p> <p>To assist the Tenancy Support Manager in the day to day supervision and management of the team</p> <p>To assist the Tenancy Support Manager in monitoring the day to day performance of the team</p>	
<b>Key Team Relationships</b>	
<p><b>Key Internal working relationships are with:</b></p> <ul style="list-style-type: none"> <li>• Managers within Housing Services</li> <li>• Operational Teams across the Group</li> <li>• Colleagues and service users</li> </ul> <p><b>Key External working relationships are with:</b></p> <ul style="list-style-type: none"> <li>• Tenants of the Trust and residents in the community</li> <li>• Partners / Agencies</li> <li>• Solicitors and court officials as required</li> </ul>	