

## Housing Rights

### Person Specification: Advice Services Manager - Ref: ASM/0218

		<b>Essential</b>		<b>Desirable</b>	
<b>Education/ Training</b>	<b>E1</b>	* Good standard of educational attainment or similar demonstrated level of ability.	<b>D1</b>	* Evidence of third level or professional qualification in relevant discipline e.g. Advice, housing or law.	
	<b>E2</b>	*A project management qualification (such as PRINCE 2 or equivalent.)			
<b>Experience</b>	<b>E3</b>	*At least one year's full-time (or equivalent part-time) experience, gained over the last five years, in leading and managing delivery of services.	<b>D2</b>	* At least two year's full-time (or equivalent part-time) experience gained over the last five years, in leading and managing delivery of services.	
	<b>E4</b>	*Demonstrated experience in performance management and people management.	<b>D3</b>	* Demonstrated experience of effective collaborative working with other agencies.	
	<b>E5</b>	*Demonstrated experience of project management.	<b>D4</b>	* Experience of developing innovative services to meet need.	
	<b>E6</b>	*Demonstrated experience in the implementation of quality management systems and processes.	<b>D5</b>	*Demonstrated experience in financial management/budget development and monitoring.	
				<b>D6</b>	*Experience of monitoring and maintaining service delivery against agreed targets.
				<b>D7</b>	Demonstrated experience in dealing with the media.
			<b>D8</b>	Demonstrated experience of contributing to strategic/business planning.	
			<b>D9</b>	Demonstrated experience of managing and motivating volunteers.	

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Criteria marked \* denote those to be marked at short-listing stage

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<b>Knowledge</b>	<b>E7</b>	*Knowledge of housing legislation, policy and practice in Northern Ireland.	<b>D10</b>	Awareness of issues involved in identification of strategic casework and procedure for referral to Judicial Review, Ombudsman, etc.
<b>Skills/Attributes</b>		<p>Demonstrated ability to work on own initiative and as part of a team.</p> <p>Demonstrated ability to plan and organise workloads and meet deadlines.</p> <p>Accurate analytical skills using both statistics and intelligence to inform decision making.</p> <p>Demonstrated ability to present a positive and professional organisation image.</p>		Good interpersonal skills
<b>Values</b>		Understanding and strong commitment to the vision and values of Housing Rights.		
<b>Other</b>		Willing to be flexible to meet demands of post.		

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