

APEX HOUSING ASSOCIATION

EMPLOYEE SPECIFICATION

POSITION: Senior Communities Officer

DATE COMPLETED: September 2021

CRITERIA	ESSENTIAL	DESIRABLE
EDUCATION/ QUALIFICATIONS/ ATTAINMENTS & EXPERIENCE	<p>3rd level qualification and 2 years' experience working in a housing / Customer engagement environment</p> <p style="text-align: center;">or</p> <p>Educated to 'A' Level standard or equivalent with 3 years' experience working in a housing / Customer engagement environment</p> <p>Experience to include:</p> <ul style="list-style-type: none"> • tenant participation • community involvement and / or Community Development <p style="text-align: center;">AND</p> <p>Experience of multi-agency and partnership working.</p> <p>Experience of building effective working relationships with Stakeholders</p> <p>Demonstrate the ability to identify skills gaps and training needs</p>	<p>Knowledge of current developments within social housing in the areas of tenant participation and community involvement</p> <p>Previous line management experience</p> <p>Experience of managing and monitoring budgets</p> <p>Previous experience of research and research methods</p>
SPEACIALIST KNOWLEDGE/ TRAINING	<p>Skilled business use of Microsoft Office Packages</p>	

<p>COMMUNICATION</p>	<p>Ability to communicate effectively and maintain positive working relationships</p> <p>Ability to lead and manage a team</p> <p>Ability to produce information for a variety of audiences</p> <p>Ability to demonstrate problem solving skills</p> <p>Ability to manage and deal with issues or concerns in a prompt and efficient manner</p>	
<p>PERSONAL SKILLS</p>	<p>Produces work to a high standard with attention to detail, accuracy and reliability</p> <p>Effective, planning, organising and management of workload</p> <p>Strives to add value and continuously improves the service offered</p> <p>Conscientious and proven team member with the ability to motivate and engage with people at all levels</p>	
<p>CIRCUMSTANCES</p>	<p>Flexibility and ability to work irregular hours on an occasional basis as required.</p> <p>*Full current driving license and access to a car</p>	

*This criteria will be waived in the case of an applicant whose ability prohibits driving, but who is able to arrange suitable alternative arrangements.