

## CATHCART & DISTRICT HOUSING ASSOCIATION PERSON SPECIFICATION

Job Title:	Housing Officer	Grade:	EVH Grade 7
Reporting To:	Housing Property Manager		
Date:	May 2025		

Criteria	Essential	Desirable
Excellent communication and development skills	√	
Customer centred approach, flexible, confident and assertive manner	√	
Ability to achieve aims and objectives	√	
A methodical and flexible approach to organising and prioritising a varied workload	√	
Excellent computer literacy and numeracy skills	√	
Ability to meet demanding personal and team deadlines	√	
Ability to form effective working relationships with internal and external customers	√	
Willingness to take responsibility and make decisions	√	
Experience in allocations, estate management, and neighbour disputes	√	
Can demonstrate good knowledge of current housing legislation, policy and practice	√	
Track record of meeting KPI's	√	
Experience in rent arrears recovery and supporting tenants in debt	√	
Experience of change within a team or organisation		√
Experience of improving service delivery	√	
Experience of using Home Master		√
Experience in working with a range of external partners and agencies to deliver excellent housing services	√	
Possession of a relevant professional qualification or knowledge and experience at an equivalent level	√	
Knowledge of the Scottish Social Housing Charter and the Scottish Housing Regulator's Performance Standards		√
Hold a driving license and have use of a car, insured for business use during the working week		√
Flexibility to work out with office hours, e.g. attend infrequent evening meetings	√	