

## Person specification

Role: Customer Insight & Engagement Manager

	Essential	Desirable	Method of Assessment (see list below)
<b>Education and Qualifications</b>			
HNC or HND L4 in Housing	X		AF
Educated to GCSE level or equivalent	X		AF
Evidence of Continuous Professional Development		X	AF, I
<b>Experience, Skills and Knowledge</b>			
Experience of delivering customer service for a Local Authority or Housing Association		X	AF, I
Experience of delivering customer services to a diverse client group	X		AF, I
Minimum 5 years' experience in social housing (or similar)		X	AF
Experience of budgetary management	X		AF, I
Good understanding of housing law & best practice		X	AF, I
Ability to advocate on behalf of customers	X		AF, I
Experience of working across teams to resolve both internal and external customer queries	X		AF, I
Knowledge of housing management theory and good practice		X	AF, I
Proven experience of delivery and managing customer engagement activities such as focus groups and committees	X		AF, I

Up to date knowledge of housing and associated legislation, sector influences and regulatory requirements		X	AF, I
Ability to, plan resources, organise & prioritise work under pressure.	X		AF, I
Ability to manage working relationships at multiple levels	X		AF, I
Experience of using a Housing Management system, preferably Civica CX		X	AF, I
Able to communicate complex or sensitive issues to a wide range of customers in a clear and concise manner	X		AF, I
Proven ability to work independently and use own initiative in challenging situations	X		AF, I

<b>Personal characteristics</b>			
Ability to take responsibility of own training & self-development	X		AF, I
Willingness and proven ability to work flexibly and adapt to the service, considering the needs of vulnerable customers	X		AF, I
Committed to equality and diversity	X		AF, I
<b>Other</b>			
Hold a full UK driving License and have access to own car	X		AF

AF = Application form

I = Interview

T = Testing