

PERSON SPECIFICATION HOUSING CO-ORDINATOR (JOB SHARE)

In deciding who to appoint to this post, we will be looking for evidence of the skills, experience and qualities listed below. Selection for shortlisting will be based on which applicant best shows the experience and ability to meet these criteria. For the successful applicant, external or internal training will be provided in the areas listed as desirable.

The distinction between essential and desirable attributes is to help us assess your suitability for the job. Do not be dissuaded from applying if you do not have one of the attributes listed as essential, as you might yet be the best candidate. Good luck!

ESSENTIAL

- Able to work primarily on-site, with flexibility for some remote working.
- An understanding of the issues important to tenants in social housing, and in particular those living in shared housing.
- Ability to communicate effectively, both in person and in writing, with a wide range of people; e.g. co-op members, committee members, contractors, outside bodies, etc.
- Excellent interpersonal skills, with an approach grounded in empathy, and a commitment to building good relationships with members and contractors.
- A good understanding of financial procedures
- Administration experience.
- Ability to use initiative and work unsupervised.
- IT literate, including confidence of Excel (or similar).

DESIRABLE

- Experience of working with volunteers or in a tenant- or volunteer-led organisation, and increasing volunteer participation.
- Experience of working with people in housing need.
- Experience of supporting tenants in arrears and negotiating repayment agreements.
- Housing management experience.
- An awareness of experiences impacting members, including health issues (mental or physical), and neurodiversity.
- Experience of drafting and maintaining budgets.
- Ability to develop written policies and procedures.
- Experience of developing and implementing administrative systems.
- Experience of developing policies or practices towards environmental sustainability.
- Knowledge of repairs and maintenance procedures.
- Knowledge of welfare benefit procedures.
- Knowledge of housing legislation and the system of regulation for housing associations.

- A commitment to [the co-operative principles](#), democratic decision-making, and tenant participation.
- Ability to plan, organise and prioritise workloads to complete tasks efficiently.
- Ability to balance core administrative tasks with responding to members' immediate needs.
- Commitment to the co-op's equal opportunities policy and ability to actively promote this policy.
- An interest in community development.
- Must be able to work on Tuesdays and Thursdays, and spread remaining hours across other weekdays between 8am-7pm.
- Sense of humour.