



## Housing Support Manager - Person specification

Essential = E, Desirable = D

Qualification and Experience		E	D
	The ideal candidate will have substantial experience of working within or managing housing-related services, either holding a relevant housing-related qualification or be willing to work towards obtaining one.	√	
	Hold a relevant housing-related qualification.		√
	Experience of working with appointees, housing benefit (local authority) and DWP to ensure that tenants are receiving the appropriate finance and support to live in their own home	√	
	Experience of working with landlords, reviewing tenancies and rents	√	
	Experience of carrying out risk assessments		√
	Experience of working within a budget, ensuring value for money and effective use of resources		√
	Experience of accurate and detailed record keeping	√	
	Experience of preparing documents, reports and procedures about housing services and tenants as required	√	
	Excellent verbal and written communication skills.	√	
	Experience of making controlled responses in demanding situations	√	
	Experience of managing self and others to deliver quality services	√	
	Experience of recruitment, supervision and performance management of staff		√
	Experience of promoting diversity and inclusion.	√	
	Experience of assessing people's individual needs		√
<b>Knowledge and abilities</b>	Computer literate in all Microsoft Office and Google programmes, able to research using the internet and learn different software packages	√	
	Ability to prioritise and manage your own workload	√	
	Awareness of safeguarding policies and current issues	√	
	Knowledge of data security legislation	√	

	Ability to update and maintain tenants intranet		√
	Ability to interact and maintain good relationships with a variety of people e.g. tenants, colleagues, professionals and families	√	
	Ability to interact and engage with the people we support, understanding their support needs and communication preferences	√	
	Understanding/knowledge of the Care Quality Commission Regulations and able to ensure compliance		√
	Knowledge of health and safety legislation	√	
	Ability to keep own continuous professional development up to date	√	
	Be able to work across a range of bases and to work flexible hours as required to meet the needs of the service	√	
<b>Qualities</b>			
	Flexible, able to adapt to changing work priorities at short notice, take on the ideas of others, and adapt own way of working	√	
	Identifying potential problems and ways to solve them, using own initiative	√	
	Positive, service-oriented and helpful inter-personal communication	√	
	Good at multi-tasking – enjoys doing several different tasks at once	√	
	Experienced self-confident person with a positive, 'can do' attitude	√	
	Interested in and committed to the aims of New Directions	√	

In your personal statement on the application form please ensure that you give concrete and specific examples and evidence of **how, when, where and why** you meet the requirements on the person specification, i.e. what you are doing or have done in the past that is similar or transferable to our requirements. (Some of this evidence may not be work related but still relevant to this post).

July 2026