

## TEAM LEADER – STIR

### Person Specification

<i>What are we looking for?</i>		<i>How will we check if you have it?</i>
<b>Experience</b>	• Providing a customer focused service	Application and Interview
	• Managing challenging tenancy issues	Interview
	• Resolving complaints from service users	Interview
	• Managing Performance	Application and Interview
	• Resolving/responding to incidents of anti social behaviour	Interview
<b>Knowledge and Skills</b>	• Knowledge of housing legislation, with particular reference to harassment, nuisance and tenancy matters	Application and Interview
	• Knowledge of the welfare benefits framework	Application form
	• Awareness of national and local political framework and trends	Interview
	• Able to work under pressure	Application and Interview
	• Ability to use a range of IT systems including specialists packages	Application and Interview
	• An understanding of the needs of diverse communities.	Application and Interview
	• An understanding of the external environment in which we operate	Application and Interview
	• Ability to travel and work from a number of locations to deliver duties	Interview
	• Able to attend occasional evening meetings and meet customers out of normal working hours	
	• Participate in the Out of Hours on call rota	Interview
<b>Core Competencies</b>	• Judgment and decision making – you draw on experience and knowledge to make sound decisions and resolve problems	Application and Interview
	• Planning and organising – you work systematically managing work-load to meet agreed deadlines	Application, Interview, Test

<b>Core Competencies</b>	<ul style="list-style-type: none"> <li>Working with others/team work – you develop good working relationships with team members and other colleagues in the organization</li> </ul>	Application and Interview
	<ul style="list-style-type: none"> <li>Communication – you are able to communicate effectively to both individuals and groups and to internal and external customers and partners.</li> </ul>	Application and Interview
	<ul style="list-style-type: none"> <li>Achieving results and quality focus – you solve problems and actively look for ways to improve effectiveness and efficiency</li> </ul>	Application and Interview
	<ul style="list-style-type: none"> <li>Influencing and negotiation – you participate fully in meetings and are confident in putting forward your views in your areas of expertise</li> </ul>	Application and Interview
	<ul style="list-style-type: none"> <li>Financial and numeric awareness – you are able to demonstrate an understanding of numerical data and financial information including budgets and are able to present this information in reports.</li> </ul>	Test
	<ul style="list-style-type: none"> <li>Liaising and networking – you should demonstrate how you build links with others both inside and outside the organisation</li> </ul>	Interview
	<ul style="list-style-type: none"> <li>Customer Focus - always bears in mind the range of customer needs and manages expectations.</li> </ul>	Application and interview
	<ul style="list-style-type: none"> <li>Managing change and innovation – you should demonstrate a positive attitude to changing the way you work resulting in continuous improvement in the service provided to our customers</li> </ul>	Interview
<b>Management Competencies</b>	<ul style="list-style-type: none"> <li>Leadership - Able to motivate, involve and develop others.</li> </ul>	Interview
	<ul style="list-style-type: none"> <li>Managing Performance - Establishing clear objectives and work standards and providing regular review and feedback.</li> </ul>	Interview
	<ul style="list-style-type: none"> <li>Keeping remote office staff involved in the organisation, by keeping them updated and aware of organisational issues and changes</li> </ul>	Interview