



Managing Agent Liaison Officer - Person Specification

<i>What are we looking for?</i>		<i>How will we check if you have it?</i>
Experience	<ul style="list-style-type: none"> Working knowledge and experience of Property Management/Housing Sector. 	Application form Interview
	<ul style="list-style-type: none"> in managing 3rd party relationships. 	Application Test
Knowledge and Skills	<ul style="list-style-type: none"> knowledge of standards and statutory regulations requirements relating to property compliance. 	Application form Interview
	<ul style="list-style-type: none"> Ability to read and interpret leases and service level agreements 	Application form
	<ul style="list-style-type: none"> Ability to keep abreast of Landlord Obligations such as repairs servicing, lease arrangements, TSM's, Section 20's. 	Application form Test
	<ul style="list-style-type: none"> Knowledge of relevant Health and Safety legal requirements 	Application form
	<ul style="list-style-type: none"> Ability to contribute and make concise factual reports both verbally and in writing 	Application form Test
	<ul style="list-style-type: none"> Ability to demonstrate an understanding of the aspirations of tenants and leaseholders and be committed to meeting these wherever possible 	Application form Test
	<ul style="list-style-type: none"> Advanced IT competency - in Microsoft Word & Microsoft Excel for interrogation of spreadsheets Advanced Microsoft Outlook for time management MS Teams collaborative working environment 	Application form Interview
	<ul style="list-style-type: none"> Understand how equalities, diversity and inclusion policies play a vital role of resident engagement in the provision of a day to day repairs service 	Application form Test
Diversity/Equal Opportunities	<ul style="list-style-type: none"> Understand how equalities, diversity and inclusion policies play a vital role of resident engagement in the provision of a day to day repairs service 	Interview

Additional requirements

Clean driving License and car owner/motor bicycle owner

<i>What are we looking for?</i>		<i>How will we check if you have it?</i>
Core Competencies	<ul style="list-style-type: none"> • Communication – Using clear and effective written and verbal communication skills with others 	Application form/ Interview/Test
	<ul style="list-style-type: none"> • Negotiation and Influencing - Able to persuade and convince others to a course of action and/or negotiate solutions 	Application form
	<ul style="list-style-type: none"> • Working with others/Team work – Developing and maintaining effective and co-operative working relationships with internal and external stakeholders showing respect for all. Assist with providing subject matter expertise across the organisation. 	Interview
	<ul style="list-style-type: none"> • Numeracy – high level of accuracy and ability to check data. 	Application form
	<ul style="list-style-type: none"> • Innovation and problem solving - Produces ideas for improvements, new activities and problem solving that improve the service and influence key organisational changes and better working practices. 	Application form
	<ul style="list-style-type: none"> • Judgement and decision making - Able to make sound decisions and work effectively without high levels of supervision. Make suggestions to solve problems based on good use of judgement 	Test
	<ul style="list-style-type: none"> • Planning and organising - Working in a systematic way, planning and allocating time and resources effectively. 	Application form
	<ul style="list-style-type: none"> • Achieving results and quality focus – Results driven to achieve high work standards and demonstrating commitment to achieving objectives. Must be able to demonstrate attention to detail. 	Application form
	<ul style="list-style-type: none"> • Customer Focus – Identifying and meeting the needs of internal and external customers 	Test
	<ul style="list-style-type: none"> • Liaising and networking – Able to build constructive relationships with others both inside and outside the organisation to improve knowledge, share information and ensure effective business practices. The post holder must also be able to influence stakeholders and external partners to build positive relationships. 	Interview