**Intensive Housing Management Worker**

**Person Specification**

**Essential**

* Minimum 1 years’ experience of housing management (e.g. in a Housing Officer, Housing Support Worker or similar role)
* Working knowledge of landlord and tenant law
* Up to date knowledge of welfare benefits, particularly Housing Benefit & Universal Credit
* Experience of dealing with rent arrears or similar debt
* A non-judgemental attitude and a commitment to working with vulnerable people and those from disadvantaged groups
* A commitment to putting the needs of customers/service users first and providing an excellent customer service
* Ability to use computer software including Word, Excel and the Internet
* Experience of managing and prioritising own workload
* Excellent verbal and written communication skills
* Ability and willingness to work as part of a team
* Ability to keep detailed records and produce clear and concise digital or written reports on complex issues
* A commitment to Equal Opportunities
* Willingness to work outside office hours where necessary
* Means of travelling quickly across Leeds (eg to visit tenants)

**Desirable**

* Full driving licence
* Experience of representing the landlord in the county court

August 2021

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