

Employer: Roman Way Estate CIC	Job: TMO Manager	Grade/salary: £42,000 37.5 hours per week
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Person Specification – TMO Manager

E = Essential

D = Desirable

S = Assessed at shortlisting (application form)

A = Occupational Assessment

I = Assessed at Interview

Experience		
1	At least 2 years experience of managing staff, using performance management systems to achieve organisational goals.	ES
2	At least 2 years experience of managing social housing services such as repairs, tenancy and leasehold management, income management and debt recovery, empty homes, resident involvement and customer services.	ES
	Ideally CiH Accreditation	
3	Experience of working for a Tenant Managed Organisation, community housing organisation, or comparable voluntary/community led service	DS
4	Experience of devising budgets and preparing annual accounts for audit.	DS
5	Experience of managing and monitoring budgets	ES
6	Experience of using Information and Communications Technology	ES
7	Experience of managing contractors.	ES
8	Demonstrable experience of working with other agencies/stakeholders to achieve shared objectives.	ES
9	Experience of setting up new teams and/or running a small business.	DS
Knowledge and skills		
10	Proven ability to draft service level agreements and contracts	ESI
11	Demonstrable knowledge of relevant legislation relating to social housing providers including TMOs.	EI
12	Demonstrable knowledge of the current issues impacting on the lives of social housing tenants and their families.	ESI
13	Able to lead, manage, support and motivate staff to achieve continuously improving housing services.	ESI
14	Computer literate	ESA
15	Able to produce, clear concise written material of varying complexity for a wide range of audiences, to a high standard of English	ESA
16	Highly developed numeracy skills, with the ability to interpret detailed and complex financial information	ESA
17	Highly developed influencing and negotiating skills.	EI
18	Ability to work on own initiative and managing a demanding workload with competing priorities.	ESI

19	Highly developed problem solving skills	ESI
20	Demonstrable ability to resolve conflict and build positive working relationships.	ESI
Personal attributes		
21	Strategic, innovative thinker	EI
22	Committed to the principles behind equal opportunities and the valuing of diversity.	EI
23	Believes in putting the needs of the customer first.	EI
24	Adapts their leadership style according to the requirements of the situation, taking in to account the abilities, attributes and experience of their staff.	EI
25	Flexible worker who leads by example.	EI
26	Prepared to work evenings and weekends as and when required.	EI
27	Committed to the principles tenant management and empowerment.	EI