



Providence Row Housing Association
15a Kelsey Street
London E2 6HD

Person Specification

Head of Housing Management and Property Services PRHA

Qualifications and Professional Knowledge	Essential: • Minimum 5 GCSEs at Grade 4/C or above (or equivalent), including English and Mathematics. • CIH Level 4 qualification or willingness to study towards CIH Level 4
Experience	Essential: • 3–5 years' management experience in housing management or property services. • Strong knowledge of supported and social housing. • Knowledge of rents, arrears, voids, lettings and tenancy management. • Knowledge of tenancy enforcement, ASB, complaints and tenancy sustainment. • Knowledge of responsive repairs, planned maintenance, compliance and contractors.
Management and Leadership	Essential: • Able to lead, motivate and manage an operational team. • Able to prioritise, make sound decisions and resolve issues promptly. • Able to balance resident needs, service quality and financial pressures. • Able to monitor performance, identify failures and improve services. • Able to manage operational risks, quality assurance and compliance.
Resident Voice and Stakeholder Focus	Essential: • Committed to responsive, resident-focused services and good outcomes. • Able to handle difficult, sensitive and complex resident issues. • Able to use feedback, complaints and service data to improve services. • Able to build effective relationships with residents, staff, contractors and external agencies.



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	Experience of working with resident groups and local authorities is desirable.
Financial and Contract Management /Personal Effectiveness	Essential: - Experience of managing budgets and achieving value for money. - Understanding of procurement and contract management. - Good written and verbal communication skills. - Able to explain complex issues clearly. - Well organised, able to prioritise and use sound judgement. - Flexible and able to respond to operational demands.
Equality, Diversity and Inclusion	Essential - Understanding of equality, diversity and inclusion. - Demonstrates fairness, integrity and professionalism. - Able to identify and address barriers to accessing services. - Able to ensure residents are treated fairly and respectfully.
Other Requirements	- Willingness to undertake relevant training and development. - Willingness to work across PRHA properties and attend meetings as required. - Commitment to PRHA's values, policies and standards of conduct.