**Rutherglen and Cambuslang Housing Association**

**Person Specification – Factoring Lead Officer**

|  | **Essential** | **Desirable** |
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| **Experience** | * Experience of the property sector. * Experience of delivering continuous improvement and fostering a culture of innovation in an organisation * Track Record in Financial Management, including arrears management/debt recovery. * Experience of implementing and adapting effective management control systems and procedures. * Experience of utilising Housing Management Systems to bolster service delivery. * Experience of profit and loss tracking. * Experience of effective customer management and raising satisfaction levels. | * Experience within a successful HA or RSL, or Private Factoring service. * Experience of staff management including objective setting. * Experience of dealing with solicitors over property management items. |
| **Knowledge** | * Knowledge of Scottish Housing Regulations pertaining to Factoring * Understanding of the commitments to the Scottish Property Registrar. * Understanding of good governance practices. * Knowledge of Property Factors (Scotland) Act 2011: Code of Conduct | * Significant knowledge of housing issues, legislation and regulation * Understanding of the workings of First Tier Tribunals of the Scottish Housing & Property Chamber * Knowledge of the wider factoring sector best practices * Understanding of relevant IT systems |
| **Skills and Abilities** | * Values aligned to the Association’s, with a clear and genuine commitment to equality, diversity and inclusion. * Ability to analyse and provide summary reports for CEO and Board Members. * Well-developed interpersonal and communication skills (including listening, written, influencing and presentational) * Ability to challenge constructively * Performance driven with financial and commercial awareness. * Able to build relationships and effective partnerships with a range of groups and interests. * Good problem-solving and negotiating skills, with ability to manage projects. * A high degree of personal integrity, capable of inspiring confidence and respect. * A Full Driving Licence * Highly organised with the ability to   manage competing deadlines and reprioritise  to deliver key results.   * Very good IT Skills and Housing Management System Proficiency. |  |