

Creating Pathways to Independence *Recruiting People Who Make a Positive Difference*

Person Specification

Property Standards & Compliance Coordinator (South-West)

Purpose

This Person Specification defines the qualifications, experience, knowledge, skills, behaviours and professional standards required to successfully undertake the role of **Property Standards & Compliance Coordinator**.

It should be read alongside the Job Description and Derventio Housing Trust's **Professional Practice & Leadership Framework**.

Appointments will be made through a fair, objective and evidence-based recruitment process. Candidates will be assessed on their ability to demonstrate the competence, experience, behaviours and professional standards required to fulfil the responsibilities of the role and contribute positively to Derventio Housing Trust's mission of **Creating Pathways to Independence**.

1. Professional Qualifications & Development

Criteria	Essential	Desirable
Educated to GCSE level (or equivalent) including English and Mathematics, or able to demonstrate equivalent knowledge and experience	✓	
Relevant qualification in housing, property, facilities management, building maintenance or a related discipline		✓
Evidence of Continuing Professional Development (CPD)	✓	
Membership of an appropriate professional body (e.g. CIH, IWFM or equivalent)		✓

2. Professional Experience

Criteria	Essential	Desirable
Experience within housing, property management, repairs, maintenance or facilities management	✓	
Experience coordinating responsive repairs or maintenance programmes	✓	
Experience coordinating inspections OR property maintenance activities	✓	
Experience working with contractors and external suppliers	✓	
Experience maintaining accurate records and electronic management systems	✓	
Experience managing competing priorities and meeting deadlines	✓	
Experience delivering excellent customer service		✓
Experience working within supported housing or social housing		✓

3. Professional Knowledge

Criteria	Essential	Desirable
Property maintenance principles	✓	
Responsive repairs processes	✓	
Health & Safety legislation	✓	
Risk assessment principles	✓	
Customer service principles	✓	
Record management and documentation	✓	
Data Protection and Confidentiality	✓	
Understanding of how the role contributes to the Consumer Standards	✓	
Social Housing regulatory environment		✓
Fire Safety		✓
Gas Safety		✓

Electrical Safety		✓
Water Hygiene (Legionella)		✓
HHSRS		✓
Procurement processes		✓

4. Skills & Abilities

Criteria	Essential	Desirable
Excellent organisational skills	✓	
Ability to prioritise competing workloads	✓	
Excellent attention to detail	✓	
Strong written communication skills	✓	
Strong verbal communication skills	✓	
Ability to build positive professional relationships	✓	
Ability to work independently	✓	
Good judgement and problem-solving skills	✓	
Good IT skills including Microsoft Office and property management systems	✓	
Ability to analyse information and identify trends	✓	
Ability to influence contractor performance positively		✓
Ability to contribute to service improvement initiatives		✓

5. Professional Practice & Behaviours

The successful candidate will consistently demonstrate behaviours aligned with Derventio Housing Trust's Professional Practice and Leadership Framework.

Criteria	Essential	Desirable
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Demonstrates integrity, professionalism and accountability	✓	
Takes ownership of responsibilities	✓	
Demonstrates excellent customer focus	✓	
Works collaboratively with colleagues and contractors	✓	
Demonstrates resilience and adaptability	✓	
Exercises sound professional judgement	✓	
Demonstrates initiative and a proactive approach	✓	
Maintains confidentiality and appropriate professional boundaries	✓	
Demonstrates commitment to continuous improvement	✓	
Supports Derventio Housing Trust's values in everyday practice	✓	

6. Professional Competence & Conduct

The successful candidate will demonstrate the ability to:

Criteria	Essential	Desirable
Maintain professional competence appropriate to the role	✓	
Participate in Continuing Professional Development	✓	
Work in accordance with Derventio Housing Trust's Professional Practice & Leadership Framework	✓	
Comply with Derventio Housing Trust's Code of Conduct	✓	
Maintain high standards of professional integrity	✓	
Maintain appropriate professional boundaries	✓	
Understand how the role contributes to the Consumer Standards	✓	
Promote safe, compliant and high-quality housing services	✓	

7. Other Requirements

Criteria	Essential	Desirable
Enhanced DBS clearance	✓	
Full UK Driving Licence	✓	
Access to a vehicle suitable for business use	✓	
Ability to travel across Derwentio Housing Trust locations	✓	
Flexibility to meet operational requirements	✓	

Assessment Methods

Area	Application	Interview	Assessment	Exercise	References
Qualifications	✓				
Professional Experience	✓	✓			
Professional Knowledge	✓	✓	✓		
Skills & Abilities	✓	✓	✓		
Professional Practice & Behaviours		✓	✓		✓
Professional Competence & Conduct	✓	✓			✓
Communication Skills		✓	✓		
Customer Focus		✓	✓		
Values & Cultural Fit		✓			✓

What Success Looks Like

Success in this role will be demonstrated through the ability to:

- ◆ Deliver safe, compliant and well-maintained homes that support residents to live safely and independently.
- ◆ Coordinate responsive repairs efficiently from identification through to completion.

- ◆ Maintain high standards of statutory and regulatory compliance across the property portfolio.
- ◆ Develop productive and professional relationships with residents, contractors and colleagues.
- ◆ Maintain accurate property information that supports effective decision-making.
- ◆ Identify opportunities to improve property standards, contractor performance and service delivery.
- ◆ Demonstrate professionalism, integrity and accountability in every aspect of the role.
- ◆ Contribute positively to Derventio Housing Trust's compliance with the Consumer Standards.
- ◆ Live Derventio Housing Trust's values of **Integrity**, **Transforming** and **Proactive** every day.

Recruitment Commitment

At Derventio Housing Trust, we believe exceptional services are delivered by exceptional people.

We are committed to recruiting individuals who not only possess the knowledge, skills and experience required for the role, but who also demonstrate the professional behaviours, integrity and commitment to continuous improvement that help create outstanding services for our residents.

Our recruitment process is fair, inclusive and evidence-based, ensuring every appointment supports our commitment to professional excellence, regulatory compliance and our mission of **Creating Pathways to Independence**.