

HIGHLAND RESIDENTIAL LIMITED – PERSON SPECIFICATION

POST TITLE: Highland Residential Operational Manager

POST REF NO. HRIL22

SALARY: Up to £40,000 per annum

Criteria	Essential	Desirable
Skills & Abilities	<ul style="list-style-type: none"> • Track record of marketing, selling, letting and factoring residential properties. • Business development capabilities • Ability to work with a computerised database system. • Excellent communication and customer care skills. • Good written, verbal and numeracy skills, with a high degree of accuracy and attention to detail. • Excellent organisational skills with the ability to multi-task and work flexibly to ensure deadlines are met. • A team player with management experience. • Have a co-operative and flexible approach. • Effective record keeping and the ability to deal correctly with sensitive and confidential information. • Ability to solve problems and complaints effectively. • Production and analysis of data and presentation of performance reporting to management Boards • Computer literacy in basic Microsoft IT packages, e.g. Word, Excel. 	<ul style="list-style-type: none"> • Knowledge of local property market. • Knowledge of the Scottish property factoring market • Experience in tendering for contracts
Experience	<ul style="list-style-type: none"> • Relevant experience of managing a portfolio of private property lettings, sales and factoring. • Proven track record of achieving targets and working to deadlines. • Experience of managing, supervising and motivating staff. • Working in a front facing role with the general public. • Working with external personnel such as other service providers / stakeholders. • Communicating with people at all levels. 	<ul style="list-style-type: none"> • Low cost home ownership market
Knowledge	<ul style="list-style-type: none"> • Demonstrate a thorough understanding of the legal aspects of private property lettings and sales 	<ul style="list-style-type: none"> • An understanding of the affordable housing sector.
Qualifications	<ul style="list-style-type: none"> • Have or be working toward ARLA or equivalent qualification • Educated to Higher standard or equivalent. 	<ul style="list-style-type: none"> • Qualification in Marketing, or Business Management. • IRPM Level 4
Other Requirements	<ul style="list-style-type: none"> • UK driving licence with access to a vehicle. • Professional approach to all situations. 	<ul style="list-style-type: none"> • Works productively in a high pressure environment.