

Blairtummock Housing Association

Person Specification

Essential Criteria

Qualifications

- Degree, professional qualification or equivalent experience.
- PRINCE2 Foundation, Practitioner, Agile, APM qualification or equivalent demonstrable experience delivering complex transformation projects.

Experience

- Managing complex software implementation or migration projects.
- Delivering successful organisational change programmes.
- Managing project budgets, planning and resources.
- Coordinating software suppliers and external partners.
- Delivering staff engagement, training and adoption programmes.
- Designing and delivering in-person training sessions and workshops.
- Managing project risks, dependencies and governance arrangements.
- Reviewing, redesigning and improving business processes.
- Delivering business improvement and service transformation initiatives.
- Preparing and presenting project performance, budget, risk, governance and benefits realisation reports to Senior Management Teams, Boards and Committees.

Knowledge

- Project management methodologies and frameworks.
- Data migration principles and practices.
- Data protection legislation and GDPR.
- Information governance and records management.
- Business process mapping and workflow development.
- Continuous improvement and service transformation methodologies.

Skills

- Excellent leadership and organisational skills.

- Strong communication and presentation abilities.
- Ability to influence and engage stakeholders at all levels.
- Strong analytical, problem-solving and decision-making skills.
- Excellent planning and time-management skills.
- Ability to analyse and redesign business processes to improve efficiency and service delivery.
- Strong report-writing skills for senior management, boards and governance audiences.
- Ability to communicate complex project information to technical and non-technical stakeholders.
- High level of competence in Microsoft 365 applications.

Personal Attributes

- Collaborative and inclusive approach.
- Strong customer and tenant focus.
- Resilient and adaptable.
- Commitment to continuous improvement.
- High levels of professionalism and integrity.

Desirable Criteria

Experience

- Experience within a Scottish Housing Association or Registered Social Landlord.
- Experience implementing Rubixx Housing Software.
- Experience using SDM Housing Software.
- Experience leading digital transformation and business improvement projects.
- Experience presenting reports and recommendations to Boards or Committees.
- Experience of housing management systems including:
 - Allocations
 - Housing Management
 - Rent Accounting
 - Repairs
 - Asset Management
 - Factoring
 - Customer Services

Knowledge

Understanding of:

- Scottish Housing Regulatory Framework
- Annual Assurance Statements
- ARC Returns
- Housing (Scotland) legislation
- Tenant participation and customer engagement
- Scottish social housing sector challenges and opportunities

Qualifications

- PRINCE2 Practitioner.
- Change Management qualification.
- Information Governance qualification.
- GDPR/Data Protection certification.

Skills

- Advanced data analysis skills.
- Process redesign and transformation experience.
- Workshop facilitation and staff development experience.
- Experience producing Board and Committee reports.
- Ability to use performance information and management data to support decision-making and continuous improvement.