

PERSON SPECIFICATION

Housing Officer (Accommodation)

Essential	Desirable	Assess by
Knowledge and Qualifications		
<p>Educated to A level standard or equivalent.</p> <p>An in-depth awareness of a range of housing services.</p> <p>Driving licence and access to a vehicle.</p> <p>Enhanced Disclosure and Barring Check.</p>	<p>Housing qualification or equivalent.</p> <p>Level 2 Safeguarding (Adults).</p> <p>Competent awareness of the Equalities Act in a housing context.</p>	Application/Interview
Experience		
<p>Experience of providing specialist housing knowledge in one or more of the following disciplines: housing advice, housing options and lettings, and tenancy & neighbourhood management.</p> <p>Knowledge of housing related legislation and experience of its practical application.</p> <p>Experience of positively interacting with customers who are distressed or angry.</p> <p>Experience of building working relationships with internal and external stakeholders.</p>	<p>Solution focussed approach to meeting needs of customers.</p> <p>Experience of positively influencing service delivery methods.</p> <p>Experience of the VARM process.</p>	Application/Interview
Skills and competencies		
<p>Excellent communications skills and able to build effective working relationships and rapport with a diverse range of people.</p>	<p>Experience of day-to-day supervision of staff.</p>	Application/Interview

<p>Able to work in collaboration with internal/external services to meet the housing needs of customers.</p> <p>Flexible approach to working hours to cover peak demands in the service.</p> <p>To have a positive attitude at work and create a positive atmosphere.</p>	<p>Experience of positively influencing multi-agency approaches to service delivery</p>	
<p>Physical, mental and emotional demands</p>		
<p>The ability to work with interruption, balancing a number of different priorities and conflicting demands.</p>		<p>Application/Interview</p>

All applicants with a disability who meet the minimum requirements for the role will be given an interview and will be considered on their abilities.

We can only accept applications from candidates who are permitted to work within the UK, or from those who have a valid work permit.