

## PERSON SPECIFICATION

### Housing Assistant

Essential	Desirable	Assess by
<b>Knowledge and Qualifications</b>		
<p>Educated to 5 GCSE's (grades 4-9 or A-C) or equivalent.</p> <p>Driving license and access to a vehicle.</p> <p>Enhanced Disclosure and Barring Check.</p> <p>High level of IT literacy with good organisational and administrative skills</p>	<p>An awareness of a range of housing services.</p> <p>Level 2 Safeguarding (Adults).</p>	Application/Interview
<b>Experience</b>		
<p>Experience of dealing with customers in a face to face situation.</p> <p>Experience of liaising with internal and external colleagues to deliver high quality services.</p> <p>Experience of accurate record keeping and recording of information.</p>	<p>Experience of housing knowledge in one or more of the following disciplines: housing options and lettings, and tenancy &amp; neighbourhood management.</p> <p>Knowledge of housing related legislation.</p>	Application/Interview

**Skills and competencies**

Ability to understand and explain complex situations to both customers and colleagues.

To support the Housing officers in delivering a high quality generic housing service.

Good communications skills with a flexible approach to working hours to cover peak demands. in the service.

To have a positive attitude at work and help create a positive atmosphere.

Able to work in collaboration with internal/external services to meet the housing needs of customers.

Ability to build effective working relationships and rapport with a diverse range of people.

Application/Interview

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.