

**RICHMONDSHIRE DISTRICT COUNCIL
ENVIRONMENTAL HEALTH AND HOUSING SERVICE
PERSON SPECIFICATION**

HOUSING OPTIONS TEAM LEADER

Criteria will be assessed via the submitted application form (A), and Interview (I),
or both (A, I)

	Essential	Desirable
Qualifications	1. A minimum of 3 GCSE/O Level passes or equivalent (A)	a. NVQ2 in Housing or related field or equivalent (A) b. Certificate in basic Counselling (A)
Experience	2. Experience in dealing with the public or working in a public sector agency (A,I) 3. Experience of inter-agency working (A) 4. Experience in dealing with homeless presentations (A) 5. Supervisory Experience	c. A minimum of 1 year dealing with homeless presentations (A,I)
Knowledge	6. A detailed understanding of homelessness issues (I) 7. A detailed knowledge of homelessness legislation (I) 8. An intermediate knowledge of tenancy/landlord legislation (I)	d. Good knowledge of housing legislation (I)
Personal Aptitudes and skills	9. Good administration and IT skills (A,I) 10. Ability to complete work to a high standard (A,I) 11. Ability to follow set procedures (A,I) 12. Good communication skills including the ability to explain policies and procedures clearly (A,I) 13. Ability to listen and be sympathetic, often in stressful situations (A,I) 14. Ability to interpret legislation in relation to individual cases (A,I)	e. Ability to work closely with other Units and external agencies and organisations (A,I)
Disposition	15. Ability to be assertive and knowing the level of assertiveness which is appropriate for given situations (I) 16. Ability to use initiative and work with a minimum of supervision (I) 17. Ability to respect and keep confidential information (I) 18. Ability to demonstrate a calm, tactful and responsible attitude (I) 19. Ability to work to deadlines (I) 20. Ability to work as part of a team (I) 21. Willingness to undertake training (I)	
Other requirements	22. Comply with the Council's Equalities and Diversity Policy (I) 23. Enhanced CRB check required (I)	f. Full valid driving licence and access to a vehicle for business use (A,I)

Updated July 2018