

**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. Educated to A-Level standard or equivalent (A) 2. GCSE English Language (grades A-C) or equivalent (A)	a. Membership of appropriate professional body (Chartered Institute of Housing) (A)
Experience	3. Supervisory experience (A) 4. Ability to produce complex structured documents, reports, letters, leaflets and e-mails (A) 5. Ability to accurately collect, collate and analyse housing and performance statistics for, internal reports and government returns. (A) 6. Substantial experience of working within housing advice and options team and or homelessness team. (A,I) 7. Experience of preventing homelessness, reviewing homelessness approaches/applications. (A,I) 8. Experience of working in a customer-facing environment and of working with vulnerable people who have complex needs. (A,I)	b. Experience of preparing and submitting applications for funding from external sources (A) c. Experience of developing and implementing policies, practices and service improvements (A)
Knowledge	9. A clear understanding of homelessness legislation and associated guidance (I) 10. Knowledge of tenancy/landlord legislation (I) 11. Knowledge of welfare benefit and local housing allowance issues.(A)	
Personal Aptitudes and skills	12. Good administration and IT skills including Microsoft Office (A,I) 13. Skills in the use of IT software in the production of statistics, tables reports and letters 14. Ability to deal effectively with difficult and stressful situations (I) 15. Ability to demonstrate a flexible approach to working with a range of customers and statutory and voluntary agencies (I) 16. Ability to work to deadlines (I) 17. Willingness to undertake training (I) 18. Ability to work as part of a team (I) 19. Ability to maintain confidentiality (I)	
Disposition	20. Ability to be appropriately assertive when situations require (I) 21. Ability to use initiative and work with a minimum of supervision (I)	
Other requirements	22. Comply with the Council's Equalities and Diversity Policy (I) 23. Ability to participate in the out of hours on-call rota for housing options (A)	d. Driving licence and access to a vehicle for business use (A,I)

Updated April 2021