**Person Specification**

**Job title: Housing Options Support Officer**

**Note to applicant - You should pay particular attention to the essential criteria below and provide evidence of how you consider you meet them as part of your application. Failure to do so may mean that you will not be shortlisted.**

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| **Essential Criteria** | | **Method of Assessment** |
| **Experience** | Experience of dealing with customers via both telephone and email | Application Form / Interview |
| Experience of working in a homeless, housing or supported background | Application Form / Interview |
|  | Experience of working in an administrative or support role | Application Form / Interview |
|  | Experience of liaising with internal and external organisations | Application Form / Interview |
| **Skills, Knowledge, Ability (including ability**  **to develop knowledge,**  **skill or experience)** | Knowledge of processing invoices | Application Form / Interview |
| Excellent verbal and written communication skills | Application Form / Interview |
| Ability to work in a fast-paced office environment and working as part of a team | Application Form / Interview |
| ICT skills – use of IT equipment, Microsoft Office including Teams, case management systems to record data and monitoring of multiple email boxes | Application Form / Interview |
|  | Ability to organise and prioritise workload | Application Form / Interview |
|  | Ability to deal with facts, figures and numerical data, ensuring all information is deal inputted or documented accurately | Application Form / Interview |
|  | Excellent customer service skills | Application Form / Interview |
| **Work Related Circumstances/**  **Values of the Council** | Commitment to Equal Opportunities | Application Form |
| Compliance with health and safety rules, regulations, and legislation | Application Form |
| Ability to meet the travel requirements of the role | Application Form |