**Person Specification**

**Job title: Temporary Accommodation 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 working within a housing, homelessness or support related service | Application Form / Interview |
| Experience of supporting vulnerable people, and enabling such to move towards independent living | Application Form / Interview |
| Experience of creating partnerships with providers of temporary accommodation and private landlords  | Application Form / Interview |
| A good track record of providing and delivering effective solutions for housing, vulnerable people and homeless people.  | Application Form / Interview |
| Experience of working with a range of partners to deliver innovative housing solutions, particularly regarding the use of temporary accommodation | Application Form / Interview |
| Experience of overseeing temporary accommodation. | Application Form / Interview |
| **Skills, Knowledge, Ability (including ability** **to develop knowledge,** **skill or experience)** | Knowledge of Housing and Homelessness legislation, Code of Guidance and Homeless Reduction Act 2017. | Application Form / Interview |
| In depth knowledge of vulnerable people and the housing challenges they can face | Application Form / Interview |
| Ability to deal with people effectively and sympathetically in sometimes difficult and sensitive situations as well as making and relaying difficult decisions in line with legislation. | Application Form / Interview |
| Ability to persuade, negotiate and influence effectively especially when liaising with other agencies in order to achieve the best results for all concerned | Application Form / Interview |
| Ability to write, implement and support people through robust support plans. Good verbal and written communication skills and be computer literate with the ability to write accurate and factual letters.  | Application Form / Interview |
| Ability to organise a caseload and work with minimum supervision but also be able to work as part of a team and support other colleagues in their roles | Application Form / Interview |
| Able to see tasks through to completion, ensuring they are completed on time or to deadlines and to a high degree of accuracy. | Application Form / Interview |
| Be socially confident and self-assured when meeting new people and be able to adapt behaviour to suit the situation or customer. | Application Form / Interview |
| Able to deal with opinions and feelings as well as facts, figures and numerical data especially when providing information for Government returns or Freedom of Information Requests  | Application Form / Interview |
|  | Able to conceal emotions or feelings in the workplace. | Application Form / Interview |
| **Work Related Circumstances/****Values of the Council** | Commitment to Equal Opportunities | Application Form / Interview |
| Compliance with health and safety rules, regulations, and legislation | Application Form / Interview |
| Ability to meet the travel requirements of the role | Application Form / Interview |