**Person Specification**

**Job title: Housing 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.

Each listed requirement will state how it will be assessed e.g. application form, interview, work-based test and certificate.

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| **Essential Criteria** | | **Method of Assessment** |
| **Experience** | Experience of working within a front-line housing service. | Application Form /  Interview |
| Experience of working with vulnerable people in tenancies. | Application Form / Interview |
| Experience of effective case management. | Application Form / Interview |
| A good track record of record keeping. | Application Form / Interview |
|  | Experience of working with a range of partners to deliver innovative operational solutions. | Application Form / Interview |
|  | Experience of horizon scanning and presenting findings, including impacts on the organisations. | Application Form/ Interview |
|  | Experience of collating and examining analytical data. | Application Form/ Interview |
| **Skills, Knowledge, Ability (including ability**  **to develop knowledge,**  **skill or experience)** | Knowledge of current Housing legislation. | Application Form / Interview |
| 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. | Application Form / Interview |
| Ability to liaise with other internal and external stakeholders and adopt an assertive manner when needed in order to achieve the best results for all concerned. | Application Form / Interview |
|  | Be able to communicate effectively to share and obtain information. Be computer literate and be able to prepare documents, record information and input data**.** | 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 |
|  | Pay attention to detail especially while handling facts, figures and numerical data. | 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 |
| Ability to be innovative and creative | 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 |