HR reference only: A3859

Person Specification

Job Title: **Housing Officer**
Grade: **N6**
Reports To: **Housing Manager**
Number of Reports: **0**

This area focuses on skills and knowledge required in the role.

Essential Criteria

- A passion for communities across Newcastle and a desire to create amazing places for our customers to live.
- Experiential knowledge of social housing and the issues social housing customers face and the role and responsibilities of social landlords and an understanding of the Lettings Policy.
- Experience of delivering service objectives and targets.
- Personable, enthusiastic and responsive with good planning and organisational skills, with demonstrable experience of working collaboratively with a range of stakeholders.
- Proven verbal and written communication skills; able work with a variety of audiences including residents, tenant organisations and other interested parties as well as responding to correspondence from customers and other interested parties.
- Ability to work collaboratively with professional services to achieve positive outcomes.
- Demonstrable experience of involving a wide range of stakeholders ensuring all issues are considered and appropriate solutions are delivered.
- Experience of providing help and advice to vulnerable people and groups ensuring appropriate and timely signposting takes place.
- Experience of successfully resolving complex issues within neighbourhoods or for individual customers experiencing difficulties.
- Customer focussed and committed to delivering a high-quality service to our customers.
- Experience of operating within agreed business processes, statutory and regulatory policies and procedures relating to Health and Safety, Safeguarding and Equalities and Diversity.
- Able to work flexibly and attend some out of hours meetings

Desirable Criteria

- Possess and maintain a valid driving license and is willing to drive as required for the role.
- Demonstrable experience in enabling customers to sustain their tenancies.

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