

Person Specification

Job Title: Safe Living Officer
Grade: N7
Reports To: Safe Living Manager
Number of Reports: nil

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

Essential Criteria

- Knowledge and experience of working in Social Housing, focused on Tenancy Management and/or Enforcement
- Applied knowledge of current legislation, case law and best practice within Tenancy Enforcement field
- Demonstrable knowledge of Safeguarding issues
- Actively adopt a problem - solving approach, working proactively in partnership with both internal and external agencies and stakeholders
- Suitability to work with vulnerable client group
- Customer focussed, with excellent communication skills, both verbal and written
- Committed to the principles and requirements of NCC Policies and Procedures
- Diplomatic and assertive, with a successful track record of dealing with information which is highly confidential
- IT literate
- Ability to work on own initiative or as part of a team
- Flexible approach to working hours and location (including some out of hours duty rota cover)
- Maintains enthusiasm, energy and determination under pressure

Desirable Criteria

- Possess and maintain valid driving license and is willing to drive as required for the role
- All employees are expected to be flexible within the scope of the role