

Housing Officer

Person Specification

We will use these criteria to assess your suitability for the job.

Essential

1. A passion for communities across Newcastle and a desire to create amazing places for our customers to live.
2. 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.
3. Experience of delivering service objectives and targets.
4. Personable, enthusiastic and responsive with good planning and organisational skills, with demonstrable experience of working collaboratively with a range of stakeholders.
5. 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.
6. Ability to work collaboratively with professional services to achieve positive outcomes.
7. Demonstrable experience of involving a wide range of stakeholders ensuring all issues are considered and appropriate solutions are delivered.

8. Experience of providing help and advice to vulnerable people and groups ensuring appropriate and timely signposting takes place.
9. Experience of successfully resolving complex issues within neighbourhoods or for individual customers experiencing difficulties.
10. Customer focussed and committed to delivering a high-quality service to our customers.
11. Experience of operating within agreed business processes, statutory and regulatory policies and procedures relating to Health and Safety, Safeguarding and Equalities and Diversity.
12. Able to work flexibly and attend some out of hours meetings

Desirable

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

Our Values

Do you share our values of **proud**, **fair**, and **ambitious**?