

PERSON SPECIFICATION: Housing Assistant (Place)

POST REFERENCE: 106457

HARTLEPOOL BOROUGH COUNCIL IS COMMITTED TO SAFEGUARDING AND PROMOTING THE WELFARE OF CHILDREN, YOUNG PEOPLE AND VULNERABLE ADULTS. IF THIS POST IS SUBJECT TO SAFER RECRUITMENT MEASURES THEN A DISCLOSURE AND BARRING SERVICE (DBS) CHECK WILL BE REQUIRED.

REQUIREMENTS	ESSENTIAL CRITERIA Please indicate in brackets after each criteria how this will be verified i.e. (F), (I), (T), (R)	DESIRABLE CRITERIA Please indicate in brackets after each criteria how this will be verified i.e. (F), (I), (T), (R)
- Educational/vocational/occupational qualifications and/or training - Specific qualifications (or equivalents)	GCSE or equivalent passes in Maths and English (Grade C or above) (F) Demonstrates an aptitude for learning (F) (I)	Evidence of Continued Professional Development or other training relevant to the main duties and responsibilities of the role (F)
- Work or other relevant experience	Experience of dealing with customers using a variety of effective communication methods (F) (I) (R)	Specific knowledge and understanding of the service area to which the post relates (F) (I) Experience of working in a related field (examples include social or private rented sector, housing development and regeneration) (F) (I) Experience of undertaking property inspections (F) (I)

- Skills, abilities, knowledge and competencies	Knowledge of legislation and regulations relevant to the role (F) (I) IT skills (competent in the use of Microsoft Office) (F) Able to communicate clearly both verbally and in writing (F) (I) (R) Excellent organisation and administrative skills (F) (I) Ability to organise and prioritise own workload to effectively perform tasks within specific timescales to meet targets and deadlines and manage conflicting demands on time (F) (I) (R) Ability to work to tight deadlines (F) (I) (R)	Ability to work within defined policies, procedures and legislative frameworks relevant to main duties and responsibilities of the role (F) (I) Able to demonstrate use of successful negotiation skills (F) (I)
- General competencies	Ability to work well as part of a team and using own initiative (F) (I) (R) Able to demonstrate a flexible approach to a varying workload and adopts a positive attitude towards change (I) (R) Detailed knowledge and understanding of equal opportunities and valuing diversity (F) (I) Able to travel independently throughout the Borough (F)	Ability to develop effective working relationships with internal and external partners (F) (I)
ESSENTIAL / DESIRABLE CRITERIA WILL BE VERIFIED BY: F = FORM I = INTERVIEW T = TEST(S) R = REFERENCE(S)		

On-going Training Requirements

The post holder will be required to undertake the following mandatory/essential training at the frequency indicated.

Mandatory/Essential Training	Frequency
Hartlepool Borough Council's mandatory training programme for all staff members including, but not limited to, subjects such as Information Governance, GDPR, Cyber Security and Prevent	As required
Continued Professional Development (CPD)	Ongoing
Training specific to supporting the delivery of the service including, but not limited to, changes/updates to housing legislation, the introduction of software, system developments and processes	As required

Please note all appointments within Hartlepool Borough Council are subject to a declaration of medical fitness by the Council's Occupational Health Service (having made reasonable adjustments in line with the Equality Act (2010) where necessary.

Date: September 2026