

Recruitment person specification

Post being recruited for: Housing Officer - Localities

Our Behaviours

These apply to all posts

Respect

Integrity

Flexibility

Person specification

Category	Essential	Desirable (not every post needs desirable requirements)
Experience	<p>Experience of successfully providing quality services to customers in a challenging environment.</p> <p>Experience of engaging customers who have had extremely difficult life experiences and may not be willing to engage with you.</p> <p>Experience of and ability to develop effective relationships with colleagues, customers and partner organisations including working with senior staff managers and leaders.</p> <p>Experience of balancing working on your own initiative with knowing when to seek advice and support.</p> <p>Experience of working within a team and understanding of your role in effective team work and achieving successful outcomes.</p>	<p>Housing management experience, including lettings, rent collection and tenancy management.</p>

<p>Knowledge, skills and understanding</p>	<p>Understanding of public service values and meeting and exceeding standards set for your service for your customers.</p> <p>Excellent written, verbal and personal communication skills.</p> <p>Ability to follow procedure and process and ensure compliance with the regulatory and policy environment in which your service operates.</p> <p>Strong analytical skills, including verbal and numerical reasoning, and ability to create and implement solutions to complex problems.</p> <p>Ability to assess and manage risk to you, your customers and the communities in which they live.</p> <p>Presents information in a persuasive and convincing manner.</p> <p>Asserts own opinions and expertise in tough situations.</p> <p>Highly self-aware and sociable, buoyant and positive when communicating with others.</p>	
<p>Qualifications and training</p>	<p>Educated to HND or higher or have significant alternative demonstrable experience.</p>	

<p>Job specific requirements</p>	<p>Manages complex customer/client relationships.</p> <p>Ensures regular contact with customers/client is maintained until problems are resolved.</p> <p>Consults on service provision and uses feedback to implement service improvements.</p> <p>Manages customer/client expectation and conflicting need. Builds and maintains constructive working relationships with other teams and groups.</p> <p>Encourages equality and diversity in the workplace.</p> <p>Treats people at all levels of the organisation with respect and values their abilities and contribution.</p> <p>Chairs meetings and facilitates groups effectively.</p> <p>Conveys difficult messages and gains acceptance.</p>	
---	--	--