

Person Specification

Position Title	Private Rented Services Officer
Division / Section	Housing and Regulatory Services / Regulatory Services
Service Area	Private Rented Services
Responsible To	Team Leader

Qualifications, training & professional membership	<ul style="list-style-type: none"> • Good general education to HNC level. Alternatively, demonstrated and significant experience in a related environment will be considered. 	Essential
	<ul style="list-style-type: none"> • The post holder will be willing to work towards licensing Paralegal qualification (equivalent to SVQ 4). 	Essential
	<ul style="list-style-type: none"> • Qualification in Trading Standards, Environmental Health, Licensing. 	Desirable
	<ul style="list-style-type: none"> • Ability to organise, prioritise and manage own workload. 	Essential
	<ul style="list-style-type: none"> • Ability to vary tactics and the approach to duties to obtain the best outcome for each situation. 	Essential
	<ul style="list-style-type: none"> • Good understanding and awareness of legislation relating to housing and the private rented sector aiming to ensure that the private rented sector in Edinburgh is safe, well managed and properly regulated. 	Essential

- Good all round communication skills and being able to provide and present information, sometimes complex in a clear and concise manner. This may include the requirement to maintain information on the Council's website. Essential
- Ability to deal sensitively and effectively with customers and handle conflict in difficult situations. Essential
- Ability to use IT packages such as MS Office, PowerPoint etc. Essential
- Ability to work with minimal day to day on site supervision. Essential
- Ability to work under pressure and to contribute as part of a team. Essential

Competencies & Values Framework

Applicants will also be measured against the following competencies as per the Competency Level outlined in [Our Competency & Values Framework](#):

- Customer focused**
 - is respectful and courteous to customers/clients
 - understands and resolves customer/client needs
 - takes opportunities to improve customer/client services
 - is aware of service levels expected and strives to meet them
 - seeks and acts on feedback from customers/clients
 - supports others when dealing with customers/clients
- Works Effectively with others**
 - treats others in a fair and equal manner
 - considers and respects other people's ideas/opinions
 - co-operates with others in the workplace
 - adapts own views and ideas for the good of the team
 - goes out of their way to help others
- Managing change**
 - is willing to try new or different ways of working
 - displays a flexible attitude to duties and responsibilities
 - reprioritises own work when deadlines are changed
 - helps others to adapt to change
- Taking Ownership and Responsibility**
 - manages own time effectively and works productively
 - responds positively to feedback and takes appropriate action
 - ensures own knowledge and skills are sufficient for the job
 - considers how own behaviour affects others and changes accordingly
 - recognises and acts when something needs to be done

Communicating Effectively

- listens carefully and asks questions if understanding is unclear
- uses simple and clear language
- seeks advice when necessary
- provides clear and accurate information
- uses appropriate body language and eye contact

Planning and Decision Making

- works in a planned and organised way
- follows instructions and procedures
- understands what decisions can be taken within own duties and makes them when required
- takes account of available resources when planning own work activities