

Recruitment person specification

Post being recruited for: Housing Officer – Housing Options/Temporary Accommodation/Household Support and Advice

Our Behaviours

These apply to all posts

Respect

Integrity

Flexibility

Person specification

Category	Essential	Desirable (not every post needs desirable requirements)
Experience	Skills in verbal, written and other communication in the context of services to customers and partnership working. Personal organisation and analytical skills in the context of solving complex problems and prioritising competing demands. Up to date knowledge of housing and related responsibilities of the Council and the services available for your customers in meeting these responsibilities. Ability to build strong and effective relationships with a wide range of other services, professionals, voluntary and private sector organisations and businesses to ensure that customers have access to the help and support to improve their quality of life. Ability to communicate effectively in a range of different circumstances with other customers, internal and external services, support agencies, elected members and other professionals. Make decision on a daily basis in your area of responsibility in line with legislation and regulatory framework.	

Knowledge, skills and understanding

Up to date knowledge of Homelessness legislation relating to Private Rented Sector.

Up to date knowledge of advice and support available to support people to remain in their current home – preventing homelessness.

Up to date knowledge of the Housing Options available to people who are homeless or threatened with homelessness.

Up to date knowledge of welfare benefits/ welfare reform including the roll out of Universal Credit.

Understanding of homelessness and housing legislation.

Knowledge and understanding of the support available for people experiencing difficulties with debt/arrears and access to employment.

Ability to work on own initiative and without direct supervision.

Excellent written and oral communication skills.

Ability to deal sensitively with conflict and difficult situations.

Excellent and demonstrable IT skills specifically MS Excel and Word.

Ability to identify customers who have complex issues and to build positive relationships.

Ability to organise and manage own workload in a dynamic environment where priorities can change quickly.

Takes personal responsibility for delivering an excellent service to meet the needs of internal and external customers.

Committed to working with team and partners to achieve common goals and ensure performance at highest levels.

Qualifications and training	Takes personal responsibility for own actions, sets high standards for personal performance and shows determination to meet goals. Ability to analyse and make recommendations on a variety of issues to contribute to homelessness prevention. Ability to assess the suitability of housing solutions to ensure they are sustainable and meet the needs of the customer.	
	Must have, or have ability to work towards, SVQ Level 3 in Social Services and Healthcare or equivalent in a related discipline. Demonstrated and significant experience in a related environment will be considered in place of the above qualification.	Membership of the Chartered Institute Housing.
Job specific requirements	PVG Scheme membership (vulnerable adults).	