

Recruitment person specification

Post being recruited for: ... Housing Officer- Rent Escalation

Our Behaviours

These apply to all posts

Respect

Integrity

Flexibility

Person specification

Category	Essential	Desirable (not every post needs desirable requirements)
Experience	Experience of delivering or supporting front line services to deliver excellent customer services Experience of developing and implementing strategic plans engaging stakeholders, customers and partners in their development. Experience of effective working with elected or board members Experience within a housing or other similar service environment of comparable scope, size and complexity Experience of leading or contributing significantly to financial and operating strategy Experience of securing the cooperation and contribution of partners and customers to the delivery of services and the implementation of strategy.	
Knowledge, skills and understanding	Knowledge of the housing legislative, regulatory and policy environment in which the service operates. Excellent analytical and research skills and the ability to interpret and communicate complex policy, legislation, regulation and data. Outstanding communication skills at personal, operational and strategic levels. Strong relationship development and management skills and ability to operate effectively with people at a much senior level in other organisations.	
Qualifications and training	Evidence of continuous professional and management development. Evidence of career progression taking on roles of increasing scale and complexity and importance	

Job specific requirements	The post holder will have a comprehensive understanding of the Rents module in NEC systems and an understanding of legislation and changing pressures within the rent service. Post entails providing rent advice to tenants, income maximisation, adjustments to direct general system management, impact and management of Universal Credit and other associated benefits affecting Council tenants. Post holder will create and maintain good working relationship with partner organisations and represent the Council at various Forums for knowledge sharing and best practice.	
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