Recruitment person specification

Post being recruited for: Housing Assistant – Housing Options

Our Behaviours

These apply to all posts
Respect
Integrity
Flexibility

Person specification

Category	Essential	Desirable
Experience	Experience within a housing or similar service environment of comparable scope, size and complexity. Experience of working within a team and understanding of your role in effective team work Experience of and ability to develop effective relationships with colleagues, customers and partner organisations.	Experience of delivering or supporting front line services to deliver excellent customer services. Experience of supporting projects and understanding your contribution to effective team work. Experience of supporting operational strategy or service improvements.
Knowledge, skills and understanding	Analytical and research skills and the ability to interpret and communicate policy, legislation, regulation and data. Knowledge of the homeless and legal legislative, regulatory and policy environment in which the service operates. Good analytical skills, including verbal and numerical reasoning, and an ability to implement solutions to problems. Good communication skills at a personal and operational level. Relationship development and advisory skills. Good verbal and numerical reasoning skills.	Ability to follow procedure and process and ensure compliance with the regulatory and policy environment in which your service operates. Understanding of the commercial approach to service delivery.
Qualifications and training	Qualified to SVQ Level 2 Housing or equivalent evidence of experience.	Evidence of continuous professional development.
Job specific requirements		