

Person Specification

Post title	Housing Officer	Post ref	
Department	Housing Management	Grade	E

Competencies		
Please refer to the employee competency framework for more information about behaviour descriptors for each competency	Essential / Desirable	Assessment
Communication	Essential	Interview
Team working	Essential	Application Form
Seeing the bigger picture	Essential	Interview
Making effective decisions	Essential	Interview
Delivering at pace	Essential	Application Form / Interview

Skills	Essential / Desirable	Assessment
Excellent interpersonal skills – face to face and telephone	Essential	Application Form / Interview
Excellent IT skills – proficient in use of MS Word, Excel and databases	Essential	Application Form
Ability to organise workload and to work with minimal supervision	Essential	Application Form / Interview
Ability to demonstrate creativity and initiative to problem solving	Essential	Application Form / Interview
Have the ability to interpret legislation and policy	Essential	Application Form

Knowledge	Essential / Desirable	Assessment
Current social housing issues	Essential	Application Form / Interview
Up-to- date knowledge of housing practice	Essential	Application Form / Interview
Ways of consulting and involving residents	Essential	Interview

Experience	Essential / Desirable	Assessment
Experience of working in Social Housing	Essential	Application Form / Interview
Dealing directly with the public and delivery of high quality customer care	Essential	Application Form
Dealing with and liaising with a range of voluntary, statutory and partner agencies	Essential	Application Form
Presenting evidence in Court	Desirable	Application Form

Qualifications	Essential / Desirable	Evidence
3 G.C.S.E.'s Grade A-C to demonstrate literacy & numeracy skills, or, through previous employment experience, able to demonstrate good literacy and numeracy skills	Essential	Application Form

Additional information / other requirements of the post
<ul style="list-style-type: none"> The post holder will be required to work at Urban Road, Kirkby and any other locations across the Council district. The working week will be 37 hours and will be worked between 8.00am and 6.00pm, Monday to Friday in accordance with the department and rota/cover requirements. The employee will be required to work outside of normal working hours/attend evening meetings as part of their role, for which an appropriate payment or time off in lieu will be granted. The post holder is eligible for essential car user allowance, subject to meeting the requirements in the Car Allowance Policy. The post involves driving and so the post holder will be required to undertake relevant DVLA checks. The role will involve lone working, office duty cover and visiting tenant homes.

Equality Act 2010
The ways in which a disabled person meets the criteria for a post must be assessed as they would be after any reasonable adjustments required had been made. If appropriate, disabled candidates should indicate on the application form if they have needs which should be considered at the shortlisting stage.

Date produced / last amended
January 2024