

Person Specification

Post title	Compliance Officer - Damp, Mould & Disrepair	Grade	E
Department	Housing Operations	Post ref	

Competencies	
<i>Please refer to the relevant competency framework for more information about the behaviour descriptors for each competency. All competencies within the relevant framework are applicable to the post and the ones that have prioritised for recruitment are detailed below.</i>	
Competency framework relevant to the post:	Leadership Level 3
	Assessment
Seeing the big picture	Application / Interview
Changing and improving	Application / Interview
Making Effective Decisions	Application / Interview
Delivering at pace	Application / Interview

Skills	Essential / Desirable	Assessment
Excellent communication skills – verbal and written	Essential	Application / Interview
Excellent interpersonal skills – face to face and telephone	Essential	Application / Interview
Proficient in the use of relevant computer software packages and databases eg. Microsoft Office Suite, Housing Repair Databases	Essential	Application / Interview
Inputting of data onto electronic systems	Essential	Application / Interview

Knowledge	Essential / Desirable	Assessment
Construction / building repairs and maintenance	Essential	Application / Interview
IT Literacy and development of databases	Essential	Application / Interview
Legislation, Regulations and Procedures relating to Social Housing	Essential	Application / Interview
Robust knowledge of Housing Management IT suites	Essential	Application / Interview

Tendering processes / procurement of contracts	Desirable	Application / Interview
--	-----------	-------------------------

Experience	Essential / Desirable	Assessment
Construction / building repairs and maintenance environment	Essential	Application / Interview
Supervision of employees	Essential	Application / Interview
Dealing with the public and other outside agencies	Essential	Application / Interview
Development of computerised databases for the maintenance of accurate records.	Essential	Application / Interview
Dealing with the public in a Social Housing environment	Essential	Application / Interview

Qualifications	Essential / Desirable	Evidence
4 GCSEs grades 9 – 4 (A-C) including Maths and English or equivalent.	Essential	Application / Documentation
A current valid driving licence	Essential	Application / Documentation
NVQ level 3, or equivalent, in Line Management, or demonstrable experience.	Essential	Application / Documentation
Microsoft Office or other relevant IT related qualification	Desirable	Application / Documentation

Additional information / other requirements of the post
<ul style="list-style-type: none"> The Post-holder is eligible for casual car user allowance. The post involves driving and so the Post-holder will be required to undertake relevant DVLA licence checks. The Post-holder may be required to work out of normal working hours / attend evening meetings / work weekends and / or bank holidays as part of their role.

Equality Act 2010
<p><i>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.</i></p> <p><i>If appropriate, disabled candidates should indicate on the application form if they have needs which should be considered at the shortlisting stage.</i></p>

Date produced / last amended
April 2025