



Person Specification			
Post title	Housing Solutions Officer	Grade	H (SCP 23 – 25) / £33,366 - £35,235

This post is exempt from the provisions of the Rehabilitation of Offenders Act – applicants must disclose all criminal convictions including those which are ‘spent’, in addition to any cautions and bindover orders received in the last 12 months

To be successful in this role you will need to demonstrate how you meet the criteria below at application & interview stage.

Shortlisting Number	Criteria	Method of assessment
Skills, knowledge, experience		
S1	Recent experience working in housing or homelessness services or a related area.	CV/SS, I
S2	Detailed knowledge and understanding of homelessness legislation, housing allocations and an understanding of the Prevention Agenda and Welfare Reform and experience of investigation techniques.	CV/SS, I
S3	Experience of working with and motivating homeless or vulnerable households with a history of domestic violence, mental health, budget management issues or substance misuse.	CV/SS, I
S4	Experience of dealing with customers face to face and by telephone including the ability to manage a busy and mixed caseload of customers including those that need additional support or have complex needs.	CV/SS, I
S5	Effective interviewing and communication skills including the ability to cope with stressful environments and apply conflict resolution skills, demonstrating empathy and diplomacy in dealing with difficult situations.	CV/SS, I
S6	Computer literate, competent in working with Microsoft word, outlook, windows etc	CV/SS, I
Personal attributes and circumstances		
P1	You must adhere to the “Knowsley Better Together” staff qualities; Integrity, Accountability, Communication and Respect	CV/SS, I
P2	Ability to maintain discretion and confidentiality and to develop a trusting relationship with customers.	CV/SS, I

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P3	Ability to develop relationships with partner agencies	CV/SS, I
P4	Ability to deliver high quality housing advice to customers, landlords and partner agencies.	CV/SS, I
P5	Creative and dynamic approach with the ability to “think outside of the box” when providing solutions, while understanding the needs of various vulnerable groups.	CV/SS, I
P6	Ability to work with minimum supervision	CV/SS, I
Communication		
C1	Excellent interpersonal/ communication skills including negotiation and mediation skills	CV/SS, I
C2	Able to demonstrate empathy and diplomacy in dealing with difficult situations.	CV/SS, I
Qualifications		
Q1	BTEC National Cert. In Housing Studies or equivalent - Essential	CV/SS, C
Q2	Professional qualification of Institute of Housing - Desirable	CV/SS, C
Q3	Driving licence and access to a vehicle for visits	CV/SS, C

CV/SS = Curriculum Vitae/Supporting Statement **A** = Application Form **C** = Certificate **E** = Exercise **I** = Interview
P = Presentation **AC** = Assessment Centre **T** = Test

Where the post involves working with children, in addition to a candidate’s ability to perform the duties of the post, the interview will also explore issues relating to safeguarding and promoting the welfare of children, including:

- **Motivation to work with children and young people.**
- **Ability to form and maintain appropriate relationships and personal boundaries with children and young people.**
- **Emotional resilience in working with challenging behaviours.**
- **Attitudes to use of authority and maintaining discipline**

We have a positive attitude to the employment of disabled people and guarantee an interview to those who meet **all** the necessary criteria of the person specification.

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