

Person Specification

Post title	Operational Support Officer	Grade	C
Department	Operational Support – 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:	Employee Assessment
Delivering value for money and quality services	Interview
Communication	Interview
Team working	Interview

Skills	Essential / Desirable	Assessment
Excellent communication skills – verbal and written.	Essential	Application Form / Interview
Excellent interpersonal skills - face to face and telephone.	Essential	Interview
Minute taking.	Desirable	Application Form
Meeting deadlines.	Essential	Application Form / Interview

Knowledge	Essential / Desirable	Assessment
Office based administrative work.	Essential	Application Form / Interview
Proficient in the use of relevant computer software packages and databases e.g. Microsoft Office Suite	Essential	Application Form / Interview
Housing legislation	Essential	Application Form / Interview

Experience	Essential / Desirable	Assessment
Experience of working within an office environment.	Essential	Application Form / Interview
Working with the Public within a customer service environment.	Essential	Application Form / Interview
Proficient in the use of relevant computer software packages and databases e.g. Microsoft Office Suite	Essential	Application Form
Working as part of a team.	Desirable	Application Form / Interview

Qualifications	Essential / Desirable	Evidence
Level 2 or equivalent in a relevant subject	Essential	Application Form
Word processing (Microsoft Office intermediate level or equivalent).	Desirable	Application Form

Additional information / other requirements of the post
<ul style="list-style-type: none"> 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.

Date produced / last amended
July 2024