

Harlow Council Employee Profile

Job Title: Housing Officer

Post Number: HM0014B

Attributes	Essential	Desirable	Method of Identification
Education Qualifications	GCSE English and Maths Grade A – C or minimum Level 4 or equivalent. Able to demonstrate good literacy and numeric skills.	Part or full CIOH or Housing qualification.	Application Form Certificates Test
Related Experience	Knowledge and experience of Housing management gained in local authority, RSL or related organisation, including contact with general public.	Familiar with legal processes, court forms and protocols.	Application Form Interview
Special Circumstances	Must be willing to work evenings and flexible hours to meet deadlines and attend residents' meetings if required. Driving license and access to a vehicle or other suitable means of transport.		Application Form Interview
Special Knowledge, Training	Knowledge of current housing legislation used to address anti-social behaviour. Understanding of the key aspects of landlord and tenant legislation.	Experience of presenting cases in court, arranging and attending evictions.	Application Form Certificates Interview
Skills and Abilities	Able to communicate effectively with a wide range of people. Can prioritise tasks against competing demands and deliver to very tight deadlines. Ability to multi-task. Able to use Microsoft Office applications. Good letter & report writing skills. Ability to analyse written and numerical information and draw conclusions. Good judgement in determining when to deal with a problem and when to refer it, or seek advice from others.	Contribute to and make recommendations for improving the service. Familiar with the use of Orchard (Housing) software package.	Application Form Interview Test
Disposition and Attitude	Practical and tactful approach to problem solving. Self-motivated team player. Works well and remains calm under pressure. Able to work on own initiative. Pays particular attention to detail. Understands and is committed to equal opportunities and customer care.		Interview