

Person Specification

Post title	Housing Needs Officer	Grade	E
Department	Lettings & Strategic Housing	Post ref	

Competencies

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.

Competency framework relevant to the post:	Assessment
Seeing the big picture	Application/Interview
Changing, learning and improving	Application/Interview
Communicating	Application/Interview
Delivering value for money and quality services	Application/Interview

Skills	Essential / Desirable	Assessment
Excellent communication skills – verbal and written	Essential	Application/Interview/Test
Excellent interpersonal skills - face to face and telephone	Essential	Application/Interview/Test
Excellent IT skills – proficient in use of MS Word, Excel and databases	Essential	Application/Interview
Good organisational skills	Essential	Application/Interview
Meet Deadlines	Essential	Application/Interview

Knowledge	Essential / Desirable	Assessment
Legislation, regulation and procedures relating to Lettings	Essential	Application /Test/Interview
Homelessness legislation, regulation and service delivery	Desirable	Application / interview
Housing management and maintenance	Desirable	Application /Interview

Experience	Essential / Desirable	Assessment
Allocations and lettings	Essential	Application /Test/Interview
Tenancy management issues and practice	Desirable	Application/Interview
Working effectively in partnership with support agencies	Essential	Application/Interview

Working directly with the public	Essential	Application/Interview
Qualifications	Essential / Desirable	Evidence
3 GCSE's (Grade A – C) including Mathematics and English or equivalent experience through employment	Essential	Application/Certificates
Housing – minimum HNC or equivalent	Desirable	Application /Certificates

Additional information / other requirements of the post

- The postholder will be required to work at Brook Street, Sutton and any other locations across the Council district.
- The working week is 37 hours and will be worked between 8:00 am to 6:00 pm, Monday to Friday in accordance with the respective departmental rota requirements.
- The postholder is eligible for casual car user.

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

Oct 2024