



Person Specification			
<b>Post title</b>	Housing Solutions Support Officer	<b>Grade</b>	F / SCP 12-17 / £28,598 - £31,022 per annum

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
<b>Skills, knowledge, experience</b>		
S1	A minimum of one years relevant experience working in housing or homelessness services, or domestic abuse, criminal justice, debt advice, support work or a related area.	A, I
S2	Experience of working with and supporting people with a history of homelessness, domestic abuse, mental health, budget management issues or substance misuse or related area.	A, I
S3	Experience of dealing with and supporting 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.	A, I
S4	An understanding off issues around homelessness and housing.	A, I
S5	Effective listening, interviewing and communication skills.	A, I
S6	Experience of working in a team environment.	A, I
S7	Computer literate, competent in working with Microsoft word, outlook , windows etc	A, I
<b>Personal attributes and circumstances</b>		
P1	You must adhere to the “Knowsley Better Together” staff qualities; Integrity, Accountability, Communication and Respect	I
P2	Ability to maintain discretion and confidentiality and to develop a trusting relationship with customers.	A, I
P3	Ability to develop relationships with partner agencies	A, I

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P4	Ability to deliver support and advice to customers.	A, I
P5	Emotional resilience including the ability to cope with stressful environments and apply conflict resolution skills.	A, I
P6	Able to demonstrate empathy and diplomacy in dealing with difficult situations.	A, I
P7	Ability to work with minimum supervision	A, I
P8	To flexibly and outside of normal office hours when required.	A, I
<b>Communication</b>		
C1	Excellent interpersonal/ communication skills including negotiation and mediation skills	A, I
C2	Able to demonstrate empathy and diplomacy in dealing with difficult situations	A, I
<b>Qualifications</b>		
Q1	2 A Level or Equivalent experience	A, I, C
Q2	Driving licence and access to a vehicle or equivalent mobility	A, I

**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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