

PERSON SPECIFICATION

JOB TITLE: Homeownership Officer

POST NUMBER: 196

DIRECTORATE: Housing Services

DATE: July 2026

Requirements		Weighting	Assessment Method
Skills	Good communication skills (verbal & written)	3	A/I
	Good listening and questioning skills	3	A/I
	Work well in a team; builds rapport with others	3	A/I
	Time management; ability to prioritise workload and meet deadlines	3	A/I
	Effective administration and IT skills (excel)	3	A/I
	A good standard of numeracy and literacy	2	
Experience	At least two years experience working in a customer facing role	2	A/I
	At least two years experience working in a social housing environment	3	A/I
	Relevant experience in homeownership services	2	
Personal Qualities	Confident & personable manner	3	I
	Good team player	3	A/I
	Ability to work under pressure and to deadlines	3	A/I
	Committed to delivering high customer service	3	A/I
Specific Job Requirements	Must be able to meet the travel requirements of the post	3	A
		3	A

	Ability to work occasional evenings & weekends		
Qualifications	Professional Diploma in Housing or equivalent qualification.	1	Q
	Membership of the Chartered Institute of Housing	1	A
	Educated to A Level standard (or equivalent)	2	Q

Weighting

3 – Essential for the successful performance of the job

2 – Desirable but can be achieved through on the job training or experience

1 – Useful but not essential for successful performance of the job

Assessment

Application Form	A	Interview	I	Tests	T
References	R	Presentation	P	Evidence of Qualifications	Q