



Job Profile

Post title: Housing Officer

Department: Housing Management - Place

Job families: Regulation

Grade: E

Responsible to: Team Leader (Tenancy/Estates)

Employees managed: None

Date of issue: 14.08.2026

Person Specification	
Essential upon appointment	Desirable on appointment
Knowledge / Qualifications - Current social housing issues - Up-to-date knowledge of housing practice - Ways of consulting and involving residents 3 GCSEs Grade A – C to demonstrate literacy and numeracy skills, or through previous employment experience, able to demonstrate good literacy and numeracy skills	
Experience - Working in Social Housing (Local Authority/Registered Social Landlord/Housing Association) - Dealing directly with the public and delivery of high-quality customer care - Dealing with and liaising with a range of voluntary, statutory and partner agencies	Presenting evidence in Court
Skills - Excellent communication and interpersonal skills – face to face and telephone - Excellent IT skills – proficient in the use of MS word/Excel and databases - Ability to organise workload and work with minimal supervision	

- Ability to demonstrate creativity and initiative to problem solving - Have the ability to interpret legislation and policy	
Other Requirements Ability to work between a number of locations across Ashfield	

Competencies	
Please refer to the (Employee) Competency Framework for more information about the behaviour descriptors for each competency.	
Competency framework relevant to the post:	Employee
	Assessment
Communication	Interview
Team working	Application form
Seeing the bigger picture	Interview/test
Making effective decisions	Interview/test
Delivering at pace	Application/Interview

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.