Mansfield District Council

Person Specification

Post title	Housing Income Officer	**Grade**	4
Department	Communities	**Post ref**	TBC

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:	**Employee Assessment**
Seeing the big picture	Application Form
Communication	Application Form
Team working	Application Form

Skills	**Essential / Desirable**	**Assessment**
Ability to use own initiative to organise, plan and prioritise workload to ensure deadlines / targets are met with minimum supervision	Essential	Application Form / Interview
Highly innovative and self-motivated	Essential	Application Form / Interview
Ability to remain calm and decisive under pressure	Essential	Application Form / Interview
High levels of probity and integrity	Essential	Application Form / Interview
To work flexibly and occasionally attend meetings outside normal working hours To meet the specific needs of clients who may be unavailable during normal working hours.	Essential	Application Form / Interview
Good IT skills	Essential	Application Form

Knowledge	**Essential / Desirable**	**Assessment**
Knowledge of legal processes regarding rent arrears recovery and tenancy enforcement.	Essential	Application Form / Interview / Test
Knowledge of basic tenancy law.	Essential	Interview / Test
Basic knowledge of Housing related legislation and practice.	Essential	Application Form / Interview

Experience	**Essential / Desirable**	**Assessment**

Previous experience of working in a Housing environment	Essential	Application Form
Substantial practical experience of landlord/tenant relationships.	Essential	Application Form / Interview

Qualifications	**Essential / Desirable**	**Evidence**
Minimum level 3 qualification in housing or other job related subject OR Substantial previous experience within a tenancy / landlord services or other Housing related role	Essential	Application Form / Certificates

Additional information / other requirements of the post

- The postholder is eligible essential car user allowance, should the criteria be met
- The post involves driving and the postholder will be required to undertake relevant DVLA licence checks.

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

February 2018