Mansfield District Council

Person Specification

Post title	Housing Income Assistant	**Grade**	2
Department	Communities	**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:	**Employee Assessment**
Seeing the big picture	Application Form / Interview
Communication	Application Form / Interview
Team Working	Application Form / Interview

Skills	**Essential / Desirable**	**Assessment**
Able to prioritise own workload	Essential	Application Form / Interview
Able to work to deadlines	Essential	Application Form / Interview
To be tactful and diplomatic	Essential	Application Form / Interview
Awareness of confidentiality and data protection to handle confidential material	Essential	Application Form / Interview
Have a flexible approach to work to ensure the office is covered at all times	Essential	Application Form/ Interview

Knowledge	**Essential / Desirable**	**Assessment**
Working knowledge of IT programmes such as word and excel	Essential	Application Form / Interview

Experience	**Essential / Desirable**	**Assessment**
Previous experience of working in a customer focused environment	Essential	Application form/ Interview
Experience of office procedures	Essential	Application form
Experience in the administration of Right to Buy	Desirable	Application form

Qualifications	Essential / Desirable	Evidence
Level 2 qualification or equivalent to demonstrate literacy and numeracy skills	Essential	Application Form / Certificates

Additional information / other requirements of the post
• N/A

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
July 2021