PERSON SPECIFICATION

H22 – H316 Housing Options Officer

Specification Type	Additional/changed requirements	E/D	Measure
Qualifications &Training	Educated to GCSE or Equivalent	E	1,3 & 4
Qualifications & Training	Relevant Housing Qualification or qualification experience	D	1,3 & 4
Knowledge & Experience	Knowledge or understanding of welfare benefits	E	1 & 3
Knowledge & Experience	Dealing with homelessness and housing advice matters	E	1,2 & 3
Knowledge & Experience	Previous experience of working in a social housing or a local authority housing team	D	1,3
Knowledge & Experience	Experience of working in a customer focused service	E	1,3
Knowledge & Experience	Experience of working with vulnerable people from a variety of backgrounds	E	1,3
Skills & Abilities	Able to work under pressure, manage own workload and prioritise accordingly	E	1,3
Skills & Abilities	Good planning, time management and organisational skills	E	1,3
Skills & Abilities	Ability to make considered decisions	E	1,3
Skills & Abilities	Proficient use of IT systems	E	1,3
Skills & Abilities	Must be assertive, show initiative, be enthusiastic and self motivated	E	1,3
Skills & Abilities	Ability to work independently and as part of a team	E	1,3
Skills & Abilities	Ability to communicate well with a wide variety of audiences	E	1,3
Skills & Abilities	Strong verbal & written communication skills	E	1,3
Skills & Abilities	Able to meet deadlines	E	1,3
Skills & Abilities	High level of customer care	E	1,3
Skills & Abilities	Understanding of and commitment to the principles or equality & diversity	E	1,3
Skills & Abilities	Ability to maintain clear and concise records	E	3
Other Requirements	Willingness/ability to work outside of office hours, must be flexible and responsive	E	1,3

Car Allowance: This post carries a designated car user status. Whilst it will not be necessary for the post holder to provide a car for use on Broxtowe Borough Council business, provision must be made however to discharge duties and responsibilities of the post in an effective manner.

Employees choosing to use their own vehicle for work purposes must be in possession of a full driving licence.
Disabled employees who are unable to drive because of their disability, but who occupy posts with a designated car user status, are allowed to use taxis to carry out their duties where no other forms of transport are appropriate.

E/D:
Essential (E)
Desirable (D)

Measure:
1. Application form
2. Test after shortlisting
3. At interview
4. Documentary evidence
5. Other [please specify]