



Gatelodge, 8 Flax Street, Belfast, BT14 7EQ

PERSONNEL SPECIFICATION

**Post: Community Development
& Tenant Support Officer**

Analyst: Caroline Keenan-Jackson
Director of Housing & Corporate

Services

Date: May 2020

Specification	Essential	Desirable
Physical Make up		Tidy appearance
Qualifications	A 3rd Level education (University Degree or equivalent) OR 3 years' experience (within the last 7 years) of working in community development or in a social housing environment.	Degree Qualification in Housing related subject
Job Experience And Training	At least 2 years' experience (within the last 5 years) working in community development providing advice to benefit the public.	Experience of working in a social housing environment.
Specialist Knowledge	<p>Knowledge of community and support agencies and their functions</p> <p>Understanding of Good Relations/ Equality issues</p> <p>Knowledge of Tenant Participation strategy</p> <p>Knowledge of Universal Credit/ Benefits system.</p> <p>Knowledge of debt management, providing debt advice and supporting financial capability</p> <p>Knowledge of managing Anti -Social Behaviour</p>	<p>Knowledge of & appreciation of community and social issues & effects on tenants.</p> <p>Knowledge of the Housing Association Guide and Regulatory Framework</p> <p>General awareness of health and safety regulations (including fire).</p> <p>Awareness of confidentiality, GDPR and Data Protection Rules</p> <p>Awareness of legislation relating to vulnerable adults.</p>
Special Skills / Aptitudes	<p>Excellent IT Skills</p> <p>Confident in use of a range of social media platforms</p>	<p>Knowledge of 'Supporting People'</p> <p>Experience of Investors in People standard.</p>

	<p>Excellent interpersonal and communication skills.</p> <p>Able to communicate with tact, empathy and sensitivity</p> <p>Excellent planning & organisational Skills</p> <p>Demonstrates ability to prioritise and work to deadlines</p> <p>Ability to work with groups in an inclusive and participatory manner</p> <p>Ability to work independently and use own initiative</p>	Evidence of achieving excellence in delivery of customer service
Disposition	<p>Approachable</p> <p>Shows common sense and initiative</p> <p>Vigilant</p> <p>Good Team player</p>	
Personal Circumstances	<p>Accessible to location</p> <p>Flexibility to work outside normal working hours when required</p>	
Others (specified)	<p>Access to car</p>	