PERSONNEL SPECIFICATION

Post: Housing Officer (Temp)  
Analyst: Caroline Keenan-Jackson  
Director of Housing & Corporate Services

Date: October 2020

<table>
<thead>
<tr>
<th>Specification</th>
<th>Essential</th>
<th>Desirable</th>
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<tbody>
<tr>
<td>Physical Make up</td>
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<td>Tidy appearance</td>
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<tr>
<td>Qualifications</td>
<td>$3^{rd}$ Level education (University Degree) <strong>OR</strong> a minimum of 5 years’ experience (within the last 8 years) of working in a social housing environment in a similar role</td>
<td>Degree Qualification in Housing Related subject</td>
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<td>Job Experience And Training</td>
<td>At least 2 years’ experience (within the last 5 years) of working in a social housing environment in a similar role</td>
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<tr>
<td>Specialist Knowledge</td>
<td>Has a good understanding of the role and responsibilities of a housing officer. Knowledge of the Housing Selection Scheme and allocation process. Knowledge of Universal Credit/ Benefits system. Knowledge of rent arrears management. Knowledge of void management Knowledge of managing Anti-Social Behaviour</td>
<td>An understanding of the needs of social housing tenants. Knowledge of Tenant Participation strategy</td>
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<td>Special Skills / Aptitudes</td>
<td>Computer Literacy: A good working knowledge of Microsoft Office packages including Word, Excel and Outlook Excellent interpersonal and communication skills. Good Organisational Skills</td>
<td>Knowledge of ‘Supporting People’ Experience of Investors in People standard.</td>
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<td>Disposition</td>
<td>Approachable Shows common sense and initiative Vigilant Good Team player</td>
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<td>Personal Circumstances</td>
<td>Accessible to location Flexibility to work outside normal working hours when required</td>
<td>General awareness of health and safety regulations (including fire). Awareness of confidentiality, GDPR/Data Protection Rules Awareness of legislation relating to vulnerable adults.</td>
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<td>Others (specified)</td>
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