

APEX HOUSING

EMPLOYEE SPECIFICATION

POSITION: Senior Housing Officer (General Needs), Housing

DATE COMPLETED: September 2022

CRITERIA	ESSENTIAL	DESIRABLE
EDUCATION/ QUALIFICATIONS/ ATTAINMENTS RELEVANT EXPERIENCE	A third level qualification or Educated to A 'Level standard or equivalent with a professional Housing qualification + 2 years' experience in a Housing Officer role in a social housing management setting. OR Educated to A'level standard or equivalent + 5 years' experience in a Housing Officer role in a social housing management setting	Housing Management Degree Previous Line Management experience
SPECIALIST KNOWLEDGE/ TRAINING	Knowledge of current social housing policy and issues Skilled in business use of Microsoft Office packages including Outlook, word, Excel and PowerPoint	Knowledge of working practices within housing organisations providing social housing. Working knowledge of welfare benefit system and e-benefits. Working Knowledge of NIHE HMS system. Knowledge of Common Selection Scheme Experience or knowledge of community/tenant development/participation
PERSONAL SKILLS	Ability to communicate effectively with people, both in writing and verbally to include report writing skills. Can demonstrate an ability to identify and resolve problems quickly and efficiently. Can demonstrate line management of staff and development of team. Can demonstrate an ability to take on responsibility and ownership and accountability of projects and tasks. Can demonstrate a proven track record in meeting key performance targets and delivering excellent customer service. Experience in dealing with community safety issues e.g.anti-social behaviour Experience of working directly with tenants and customers and skilled in managing complaints. Experience of carrying out housing allocations in accordance with Housing Selection Scheme	

<p>DISPOSITION</p>	<p>Enthusiastic and self-motivated. Punctual, hardworking, flexible, be able to work with and direct other staff, dependable, honest, ability to work on own initiative, trustworthy, caring disposition,</p>	
<p>CIRCUMSTANCES</p>	<p>**Full current driving licence and access to a car.</p> <p>Flexible re: hours of work. Able to attend evening meetings as and when required.</p>	

* Apex reserves the right to enhance the criteria to facilitate shortlisting.

** This criteria will be waived in the case of an applicant whose disability prohibits driving, but who is able to arrange suitable alternative arrangements

Completed application forms must be returned to
Personnel and Training,
Apex Housing,
10 Butcher Street, L'Derry, BT48 6HL.