



Gatelodge, 8 Flax Street, Belfast, BT14 7EQ

PERSONNEL SPECIFICATION

Post: Housing Officer

Analyst: Caroline Keenan-Jackson
Director of Housing & Corporate Services

Date: June 2023

Specification	Essential	Desirable
Qualifications	3 rd Level education in a related subject OR a minimum of 2 years' experience within the last 7 years in a similar role.	
Job Experience And Training	A minimum of 1-year experience within the last 5 years in a similar role	
Specialist Knowledge	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	An understanding of the needs of social housing tenants. Knowledge of Tenant Participation strategy
Special Skills / Aptitudes	Computer Literacy: A good working knowledge of Microsoft Office packages including Word, Excel and Outlook Excellent interpersonal and communication skills. Good organisational skills Good customer service skills	Knowledge of 'Supporting People' Experience of Investors in People standard.
Disposition	Approachable Shows common sense and initiative Vigilant Good Team player	
Personal Circumstances	Accessible to location Flexibility to work outside normal working hours when required	
Others (specified)	Access to transport	General awareness of health and safety regulations (including fire). Awareness of confidentiality, GDPR/Data Protection Rules Awareness of legislation relating to vulnerable adults.