

APEX HOUSING ASSOCIATION

EMPLOYEE SPECIFICATION

POSITION: Good Relations Officer

DATE COMPLETED: May 2024

CRITERIA	ESSENTIAL	DESIRABLE
<p>EDUCATION/ QUALIFICATIONS/ ATTAINMENTS & EXPERIENCE</p>	<p>3rd level qualification and 1 years' relevant experience as a practitioner in a Community Relations / Community Development/Housing role either paid or voluntary.</p> <p style="text-align: center;">or</p> <p>Educated to 'A' Level standard or equivalent 2 years relevant experience as a practitioner in a Community Relations or Housing role either paid or voluntary.</p> <p style="text-align: center;">or</p> <p>Exceptionally, candidates not having the above level of qualification but with 3 years relevant experience as a practitioner in a Community Development / Community Relations/Housing role may also be considered</p>	<p>A BTEC Higher or equivalent level of qualification <u>AND</u> OCN Level 2 accredited qualification in Community Relations / Community Development <u>PLUS</u> at least 2 years relevant experience as a practitioner in a Community Relations role OR Housing Experience</p>
<p>RELEVANT EXPERIENCE MUST INCLUDE</p>	<p>Experience of monitoring & managing budgets in accordance with policies and procedures in a formal setting</p> <p>Experience of building effective working relationships with community groups, public representatives and/or statutory agencies</p> <p>Experience of working with both internal and external stakeholders</p>	<p>Relevant experience of tension monitoring and mediating with hard to reach groups</p> <p>Can demonstrate good knowledge of Community Development and Good Relations activity through Good Relations and Peace projects.</p>

SPECIALIST KNOWLEDGE / TRAINING	<p>Skilled business use of Microsoft Office Packages</p> <p>Project Management experience</p>	
COMMUNICATION	<p>Ability to communicate effectively and maintain positive working relationships</p> <p>Ability to facilitate focus/discussion groups</p> <p>Ability to produce information for a variety of audiences</p> <p>Ability to demonstrate problem solving skills</p> <p>Ability to manage and deal with issues or concerns in a prompt and efficient manner</p>	
PERSONAL SKILLS	<p>Produces work to a high standard with attention to detail, accuracy and reliability</p> <p>Effective, planning, organising and management of workload</p> <p>Strives to add value and continuously improves the service offered</p> <p>Conscientious and proven team member with the ability to motivate and engage with people at all levels to support the achievement of shared outcomes</p>	
CIRCUMSTANCES	<p>Flexibility and ability to work irregular hours on an occasional basis as required</p> <p>Full current driving license and access to a car</p>	