

PERSON SPECIFICATION

TMPH62 Temporary Accommodation Officer

Specification Type	Additional/changed requirements	E/ D	Measure
Qualifications and Training	Good educational background (minimum 'A' Level or equivalent and GCSE's in Maths and English)	E	1, 3, 4
Qualifications and Training	Recognised housing qualification or experience working in a Housing environment	E	1, 3, 4
Knowledge & Experience	Housing Act 1996, Homelessness Act 2002 and Homelessness Reduction Act 2017 and relevant guidance	E	1, 3
Knowledge & Experience	Understanding of issues affecting housing in local government and the legislative environment in which it operates	E	1, 3
Knowledge & Experience	Understanding of issues faced by homeless clients or those requiring temporary housing solutions	E	1, 3
Knowledge & Experience	Experience of co-ordinating wide-reaching services	E	1, 3
Knowledge & Experience	Experience of managing and responding to complex queries	E	1, 3
Knowledge & Experience	Detailed knowledge of benefits, grants, loans and other assistance available to the client group.	E	1, 3
Knowledge & Experience	Working knowledge Microsoft Office applications, including Microsoft Word, Excel and Outlook	E	1, 3
Knowledge & Experience	Experience in property management	E	1, 3
Knowledge & Experience	Experience of estimating, calculating works costs	E	1, 3
Knowledge & Experience	Project management experience	D	1, 3
Knowledge & Experience	Experience of identifying and diagnosing repairs	D	1, 3
Skills & Abilities	Accurate with a high degree of numerical and literacy skills	E	1, 3
Skills & Abilities	Excellent communication and interpersonal skills	E	1, 3
Skills & Abilities	Strong organisational/time management skills, with the ability to work under pressure and handle competing priorities in meeting deadlines and commitments	E	1, 3
Skills & Abilities	Enthusiastic and self-motivated	E	1, 3
Skills & Abilities	Ability to negotiate and manage difficult and challenging customers	E	1, 3
Skills & Abilities	Proven ability to co-ordinate own work and prioritise with minimum supervision.	E	1, 3
Skills & Abilities	Ability to write clear and concise reports with evaluated proposals and recommendations	E	1, 3
Skills & Abilities	Work effectively as part of a team	E	1, 3

Specification Type	Additional/changed requirements	E/ D	Measure
Other Requirements	Some evening/ weekend work may be required	E	

Car Allowance:

This post carries a designated car user status.

E/D:

Essential (E)

Desirable (D)

Measure:

1. Application form
2. Test after shortlisting
3. At interview
4. Documentary evidence
5. Other [please specify]