

PERSON SPECIFICATION

Housing Options Officer

Specification Type	Additional/changed requirements	E/D	Measure
Personal Skills	Able to work under pressure, manage own workload and prioritise accordingly	E	1,3
Personal Skills	Good planning, time management and organisational skills	E	1,3
Personal Skills	Ability to make considered decisions	E	1,3
Personal Skills	Proficient use of IT systems	E	1,3
Personal Skills	Must be assertive, show initiative, be enthusiastic and self motivated	E	1,3
Personal Skills	Ability to work independently and as part of a team	E	1,3
Personal Skills	Ability to communicate well with a wide variety of audiences	E	1,3
Personal Skills	Strong verbal & written communication skills	E	1,3
Personal Skills	Able to meet deadlines	E	1,3
Personal Skills	High level of customer care	E	1,3
Personal Skills	Understanding of and commitment to the principles or equality & diversity	E	1,3
Personal Skills	Ability to maintain clear and concise records	E	3
Experience	Previous experience of working in a social housing or a local authority housing team	D	1,3
Experience	Experience of working in a customer focused service	E	1,3
Experience	Experience of working with vulnerable people from a variety of backgrounds	E	1,3
Attainments/ Qualifications	Educated to GCSE or equivalent	E	1,3,4
Attainments/ Qualifications	Relevant Housing qualification or qualification experience	D	1,3,4
Knowledge	Knowledge or understanding of welfare benefits	E	1,3
Knowledge	Dealing with homelessness and housing advice matters	E	1,2,3
Special Requirements	Willingness/ability to work outside of office hours, must be flexible and responsive	E	1,3

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]