

## **PERSON SPECIFICATION**

### **Neighbourhoods Assistant**

<b>Specification Type</b>	<b>Additional/changed requirements</b>	<b>E/D</b>	<b>Measure</b>
<b>Qualifications &amp; Training</b>	Educated to GCSE or Equivalent	E	1, 3, 4
<b>Knowledge &amp; Experience</b>	Previous experience of working in a social housing or a local authority housing team	D	1, 3
<b>Knowledge &amp; Experience</b>	Experience of working in a customer focussed service	E	1, 3
<b>Knowledge &amp; Experience</b>	Experience of working with vulnerable people from a variety of backgrounds	E	1, 3
<b>Skills &amp; Abilities</b>	Able to work under pressure, manage own workload and prioritise accordingly	E	1, 3
<b>Skills &amp; Abilities</b>	Good planning, time management and organisational skills	E	1, 3
<b>Skills &amp; Abilities</b>	Ability to make considered decisions	E	1,3
<b>Skills &amp; Abilities</b>	Proficient use of IT systems	E	1,3
<b>Skills &amp; Abilities</b>	Must be assertive, show initiative, be enthusiastic and self-motivated	E	1, 3
<b>Skills &amp; Abilities</b>	Ability to work independently and as part of a team	E	1, 3
<b>Skills &amp; Abilities</b>	Ability to communicate well with a wide variety of audiences	E	1, 3
<b>Skills &amp; Abilities</b>	Strong verbal & written communication skills	E	1, 3
<b>Skills &amp; Abilities</b>	Understanding of and commitment to the principles of equality & diversity	E	1, 3
<b>Skills &amp; Abilities</b>	Ability to maintain clear and concise records	E	3
<b>Other Requirements</b>	Willingness/ability to work outside of office hours, must be flexible and responsive	E	1, 3

#### **Car Allowance:**

This post does not carry 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]