

PERSON SPECIFICATION

LETTINGS OFFICER

	Requirements	E/D	Measurement
Personal Skills	Enthusiastic with a determined 'can do' attitude but tactful, discrete and sensitive to the needs of customers	E	1,3
Personal Skills	A flexible attitude towards change, pro-actively responding to the demands of the organisation	E	1,3
Personal Skills	Good inter-personal skills and ability to work constructively within a small team	E	1,3
Personal Skills	High standard of verbal/oral and written communication skills such that the post holder is capable of explaining well, complex and sometimes controversial issues, to members of the public, and representatives of the Council and various agencies	E	1, 2, 3
Personal Skills	A commitment to equal opportunities and an appreciation of the issues facing disadvantaged groups	E	1,3
Personal Skills	Able to work on own initiative and as an effective team member	E	1,3
Personal Skills	A commitment to personal growth and development	E	1,3
Experience	Experience working in an allocations and a customer focused environment	E	1,2,3
Experience	Proven record in working in a performance/target led environment.	E	1,3
Experience	Developing and maintaining audit trails	E	1,3
Experience	Experience liaising with other internal teams and external organisations	E	1,3
Attainments/ Qualifications	A housing related qualification or experience working for a housing organisation	E	1,3

	Requirements	E/D	Measurement
Special Requirements	Flexible and adaptable work style	E	1,3
Special Requirements	Diplomatic, tactful and capable of being assertive when necessary	E	1,3
Special Requirements	Ability to work under pressure	E	1,2,3
Special Requirements	Access to suitable transport	E	3
Special Requirements	Prepared to work out of normal office hours when necessary	E	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]