

BROXTOWE BOROUGH COUNCIL

PERSON SPECIFICATION

Lettings Officer

Qualifications & Training	Essential/ Desirable	Measure
Educated to GCSE or Equivalent	E	1, 3 & 4
Relevant Housing Qualification or experience	E	1, 3 & 4

Knowledge & Experience	Essential/ Desirable	Measure
Knowledge or understanding of welfare benefits	E	1 & 3
Housing legislation, specifically surrounding tenancies	E	1, 2 & 3
Previous experience of working in a social housing or a local authority housing team	D	1, 3
Experience of working in a customer focussed service	E	1, 3
Experience of working with vulnerable people from a variety of backgrounds	E	1, 3

Skills & Abilities	Essential/ Desirable	Measure
Able to work under pressure, manage own workload and prioritise accordingly	E	1, 3
Good planning, time management and organisational skills	E	1, 3
Ability to make considered decisions	E	1,3
Proficient use of IT systems	E	1,3
Must be assertive, show initiative, be enthusiastic and self motivated	E	1, 3
Ability to work independently and as part of a team	E	1, 3
Ability to communicate well with a wide variety of audiences	E	1, 3
Strong verbal & written communication skills	E	1, 3
Able to meet deadlines	E	1, 3
Understanding of and commitment to the principles of equality & diversity	E	1, 3
Ability to maintain clear and concise records	E	3

Other Requirements	Essential/ Desirable	Measure
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. Whilst it will not be necessary for the post holder to provide a car for use on Broxtowe Borough Council business, provision must be made however to discharge duties and responsibilities of the post in an effective manner.
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	<p>Employees choosing to use their own vehicle for work purposes must be in possession of a full driving licence.</p> <p>Disabled employees who are unable to drive because of their disability, but who occupy posts with a designated car user status, are allowed to use taxis to carry out their duties where no other forms of transport are appropriate.</p>
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Measure:	1. Application form 2. Test after shortlisting 3. At interview	4. Documentary evidence 5. Other [please specify]
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	Name	Signature	Date
Person specification written by:			___/___/___
Person specification agreed by:			___/___/___

Date of issue:

Additional notes for JE/HR.
