

PERSON SPECIFICATION

H42 – Tenancy Sustainment Officer

Specification Type	Additional/changed requirements	E/D	Measure
Qualifications & Training	Educated to GCSE or Equivalent	E	1,3 & 4
Qualifications & Training	Relevant Housing Qualification or qualification experience	D	1,3 & 4
Knowledge & Experience	Knowledge or understanding of welfare benefits	E	1 & 3
Knowledge & Experience	Housing legislation, specifically surrounding tenancies	D	1,2,3
Knowledge & Experience	Previous experience of working in a social housing or a local authority housing team	D	1 & 3
Knowledge & Experience	Experience of working in a customer focussed service	E	1 & 3
Knowledge & Experience	Experience of working with vulnerable people from a variety of backgrounds	E	1 & 3
Skills & Abilities	Able to work under pressure, manage own workload and prioritise accordingly	E	1 & 3
Skills & Abilities	Good planning, time management and organisational skills	E	1 & 3
Skills & Abilities	Ability to make considered decisions	E	1 & 3
Skills & Abilities	Proficient use of IT systems	E	1 & 3
Skills & Abilities	Must be assertive, show initiative, be enthusiastic and self motivated	E	1 & 3
Skills & Abilities	Ability to work independently and as part of a team	E	1 & 3
Skills & Abilities	Ability to communicate well with a wide variety of audiences	E	1 & 3
Skills & Abilities	Strong verbal & written communication skills	E	1 & 3
Skills & Abilities	Able to meet deadlines	E	1 & 3
Skills & Abilities	Understanding of and commitment to the principles of equality & diversity	E	1 & 3
Skills & Abilities	Ability to maintain clear and concise records	E	3
Other 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]