

PERSON SPECIFICATION

H57 Housing Options Triage Officer

Specification Type	Additional/changed requirements	E/D	Measure
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	Able to accurately complete various forms relating to the recording of personal and statistical information and possessing a thorough understanding of the need for accuracy and confidentiality	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 non-judgmental attitude with empathy for people who find themselves in a stressful housing situation	E	1,3
Experience	Experience of working in a housing service or a similar area of work	D	1,2,3
Experience	A good understanding of the current homelessness legislation and options agenda, housing allocations policies/choice based lettings and benefits	D	1,3
Experience	A good general understanding of tenancy law to enable general advice to be given to tenants and landlord	D	1,3
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 of working with key workers and agencies.	E	1,3
Special Requirements	Flexible and adaptable work style	E	1,3

Specification Type	Additional/changed requirements	E/D	Measure
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

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]