

PERSON SPECIFICATION

Housing Officer		
Criteria	Essential	Desirable
Skills & Abilities	• Be able to handle problems in accordance with our policies and procedures with minimum advice and supervision from senior staff • Good verbal and written communication • IT & Computer literate with a good working knowledge of MS Office packages • Have the ability to prioritise work due to the demands of the job • Be able to work accurately, methodically, effectively under pressure • Having a good customer care approach	• Ability to monitor and evaluate own performance and identify improvements
Experience	• 3 years minimum effective and relevant experience of working within a social or local authority housing environment • Previous experience of dealing with estate and void management, allocation of homes and anti-social behaviour complaints • Working with computers and databases • Face to face dealing with customers/clients in a home/office environment • Networking with other agencies, colleagues etc in a work setting • Experience of team working	• Providing lead advice and guidance to support staff • Working with client/customer /tenant groups • Active Involvement in tenant participation

Knowledge	• Have a good understanding of housing legislation and good practice issues	
Training & Qualifications	• Undertake appropriate training to keep up to date with good practice and legislation etc	
Other Requirements	• Capable of working with minimum supervision • A tactful but assertive manner • An enthusiastic approach • Assume responsibility and be accountable • Able to and willing to work flexibly. • Be enthusiastic and self-motivated • Attend evening meetings • An awareness of and a commitment to Equal Opportunities • Possession of a full driving licence and continual access to a car	