

# Person Specification



South  
Cambridgeshire  
District Council

**Post:** Private Sector Leasing Administrator

## Values:

Our values framework (attached) sets out the behaviours that are important and that we expect everyone to demonstrate at work, regardless of grade and position.

The framework will set out our expectations about:

- how we do things
- how we treat others
- what we say and how we say it
- how we expect to be treated

We value:

- Connecting people, places, partnerships and working together
- Integrity and honesty to ensure that we are open and accountable
- Dynamic approach to the delivery of services with drive and energy
- Innovative people who like doing things differently and better

Criteria	Attributes	Essential (E) Or Desirable (D)	Method Of Measurement: A – Application Form I - Interview T - Test
<b>Personal Qualities/ Aptitudes/ Behaviours</b>	Ability to provide exceptional customer service	E	I
	Proactive and flexible approach to problem solving	E	I
<b>Education/ Qualifications</b>	Good standard of education including GCSE's in Maths and English (Grade A-C or 9-4) or equivalent	E	A
<b>Experience/ Knowledge</b>	Proven experience in a public facing role	D	A
	Knowledge & experience of landlord and tenant law.	D	A/I
	Knowledge of welfare benefits	D	A/I
	Awareness of Equal Opportunities in relation to housing services	E	A/I

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	Awareness of Health and Safety issues	D	A/I
<b>Skills And Abilities</b>	Proven experience of negotiating	E	A/I
	Excellent interpersonal communication skills	E	A/I
	Ability to build effective relationships within and outside the organisation	E	A/I
	Ability to take an imaginative and customer focused approach to resolving housing difficulties	E	A/I
	Good organisational skills, including the ability to prioritise own workload	E	A/I
	Excellent written and oral communication skills	E	A/I
	Dealing tactfully and sensitively with customers and the ability to deal effectively with difficult customers	E	A/I
	Financial management i.e. maintaining accounts and payments to landlords.	E	A/I
	Analytical skills to determine trends and opportunities.	D	A/I
	Use own initiative and work with minimum supervision	E	A/I
	Able to work with others as part of a multi-disciplinary team to achieve service objectives	E	A/I
Computer literate with knowledge/ experience of IT systems	E	A/I	
<b>Miscellaneous /Other Working Requirements</b>	Commitment to further training	E	A/I

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Person Specification last reviewed: