

# Person Specification



South  
Cambridgeshire  
District Council

Post: Housing Advice and Homelessness Assistant

Prepared on: [Update December 2017](#)

Criteria	Attributes	Essential (E) Or Desirable (D)	Method Of Measurement A - Application Form, I - Interview T - Test
Education/ Qualifications	5 GCSEs (grade C or above) or equivalent qualification, including Maths and English	E	A
	Housing Qualification (CIOH recognised course )	D	A
Experience/ Knowledge	Experience in a public facing role	E	A & I
	Proven experience in providing detailed verbal advice in a concise and clear manner	E	A & I
	Knowledge of <ul style="list-style-type: none"> <li>• landlord and tenant law</li> <li>• welfare benefits</li> <li>• homeless legislation</li> </ul>	E	A & I
	Awareness of Equal Opportunities in relation to housing services	D	A & I
Skills And Abilities	Good organisational skills	E	A & I
	Good key boarding skills and knowledge of IT systems (including Mirrosoft Word/Excel)	E	A & I
	Good data management and statistical reporting skills	E	A & I
	Good telephone and interview skills	E	A & I
	Ability to prioritise own workload, use initiative and work with minimum supervision	E	A & I
	Ability to deal sensitively and objectively with customers experiencing difficult situations	E	A & I

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Personal Qualities/ Aptitude	Able to work effectively and flexibly as part of a team	E	A & I
	Able to work under pressure	E	A & I
	Customer orientated	E	A & I
Miscellaneous /Other Working Requirements	Access to own transport and the ability to travel round the district	D	A
	Able to be available occasionally outside normal office hours if required e.g. to deal with households homeless in an emergency	D	A
	Commitment to further training	E	A & I