

# Person Specification



South  
Cambridgeshire  
District Council

**Post:** Tenant Engagement Officer

Values:

Our values framework 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

Personal Qualities/Aptitudes/ Behaviours

- Able to work as part of a team as well as with minimal supervision – Essential / Interview/Application
- Able to prioritise own workload – Essential / Interview/Application
- Work well under pressure – Desirable / Interview/Application
- Flexible – Essential / Interview/Application
- Innovative and creative – Desirable / Interview/Application
- Political Awareness – Desirable / Interview/Application

Education/Qualifications

- 5 GCSEs or equivalent, including Maths & English – Essential/ Interview/Application

- Computer literate experience of Microsoft Office Suites especially Excel, Outlook, Word, Powerpoint, and teams. – Essential /Application
- Online literate experienced managing social media, creating e-newsletter – Desirable / Interview/Application

### Experience/Knowledge

Demonstrable experience of dealing with tenants (and leaseholders) and/or the general public – Essential / Interview/Application

Experienced with organising and supporting formal meetings – Essential / Interview/Application

Experience of providing secretariat support – Essential / Interview/Application

Experience working with data – Essential / Interview/Application

Organising and administration of meetings, events, etc. – Essential / Interview/Application

Experience of working with various social media platforms and website development – Desirable/ Interview/Application

Experience of working within a local authority or for another social housing landlord- Desirable / Interview/Application

Experience of working with and facilitating new community, and resident and/or tenant groups – Desirable / Interview/Application

Assisting in the design and production of newsletters- Desirable/ Interview/Application

Awareness of current housing issues and policy – Desirable / Interview/Application

Knowledge of the Data Protection Act – Desirable / Interview/Application

### Skills and Abilities

- IT literate – Essential /Application
- Strong writing skills and can adapt to different audiences – Essential /Application
- Communicates clearly, effectively and diplomatically both verbally and in writing – Essential / Interview/Application
- Detail oriented – Essential / **Interview/Application**

Miscellaneous /Other Working Requirements

- Is prepared to attend evening and/or occasional weekend meetings – Essential / Interview/Application