

Person specification



Post

Housing Advice and Homelessness Assistant

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

Specification

Please indicate which attributes are Essential/ Desirable and measured in the Interview/ Application/ Test.

Personal qualities / Aptitudes / Behaviours

- Able to work as part of a team (E). Application form/ interview
- Flexible Attitude (E). Application form/ interview
- Able to work under pressure (E). Application form/ interview
- Customer oriented (E). Application form/ interview



Education/ Qualifications

- 5 GCSEs or equivalent, including Maths & English. (E). Application form.

Experience/ Knowledge

- At least 1-year experience in a public facing role (E). Application form.
- Knowledge of housing including Housing Act 1996, Part VII and Homeless reduction act 2017 (D). Application form and interview.
- Knowledge/experience of Landlord and Tenant law and Welfare Benefits (E). Application form and interview.
- Experience of working in a housing related organisation (E). Application form and interview
- Awareness of Equal Opportunities in relation to housing services (D). Interview.
- Awareness of Health & Safety issues (D). Interview.
- Experience of dealing with manual and computerised record systems (E). Application form and interview.

Skills and Abilities

- Good administrative/organisational skills (E). Application form/Interview
- Good keyboard skills and knowledge of IT systems (Microsoft Word/Excel) (E). Application form/Interview
- Good data management and statistical reporting skills (E). Interview and references.
- Ability to learn systems and procedures quickly and accurately (E). Interview.
- Good telephone and interview skills (E). Application.
- Ability to prioritise own workload, use own initiative and work with minimum supervision (E). Application form/Interview
- Ability to provide internal and external specialist signposting to applicants/customers (E). Application form/Interview
- Good written and oral communication skills (E). Application form/Interview
- Dealing tactfully and sensitively with customers (E). Application form/Interview
- Experience in dealing with difficult customers (E). Application form/Interview

Miscellaneous/ Other Working Requirements

- Access to own transport (D). Application form.
- Commitment to further training (E). Application form and interview.