

Person specification



Post

Sheltered Estate 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

Specification

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

Personal qualities / Aptitudes / Behaviours

- To have flexible attitude working as part of a team and alone (E) Application form / Interview
- To be reliable, understanding of different people's expectations. (E) Application form / Interview
- Customer focused (E) Application form / interview

Education/ Qualifications

- Possession of National Sheltered Housing Certificate or HNC in Managing Supported and Sheltered Housing (D) Application form.
- 5 GCSE's or equivalent (D) Application form Interview

Experience/ Knowledge

- Experience of working in a caring profession, preferably with older people (E) Application form / interview.
- Awareness of health and safety issues, (D) Application form / interview.
- Awareness of lifeline alarm units, (D) Interview.
- Viewings and signing up new residents, (D) Application form / Interview.
- Experience of record keeping of resident's details and health and safety checks. (D) Application form / Interview.

Skills and Abilities

- Good communication skills in varying situations and levels (E) Application form / Interview
- Good written detailed report writing (E) Interview
- Ability to work both as part of a dispersed team and alone with ability to priorities own workload (E) application form / Interview
- To have good negotiating skills (E) Interview
- To be quick thinking and good at problem-solving (E) Application form / interview



Miscellaneous/ Other Working Requirements

- DBS Certificate (E) (This post is subject to a Disclosure and Barring Check)
- Participation in rest centre duties (E) application form
- To have full driving licence and access to vehicle (E) Application Form
- Willingness to undergo further training (E) Interview.