

Person Specification



South
Cambridgeshire
District Council

Post: Housing Services 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

- Ability to work on own initiative with minimum supervision – Essential, Interview/Application/Test
- Able to work as part of a team – Essential, Interview/Application/Test
- Flexible attitude – Essential, Interview/Application/Test
- Ability to prioritise workload – Essential, Interview/Application/Test
- Diplomacy and political sensitivity – Essential, Interview/Application/Test

Education/Qualifications

- Educated to A level standard or equivalent – Desirable, Application
- Relevant degree - Desirable, Application

- Holding, working towards, or prepared to study for a recognised Housing Qualification - Desirable, Application

Experience/Knowledge

- At least 2 years' experience within a Local Authority Housing Department or with a Registered Social Landlord – Desirable, Interview/Application/Test
- Experience of dealing with tenants/leaseholders/general public - Essential, Interview/Application/Test
- Basic knowledge of housing law and housing policy - Desirable, Interview/Application/Test
- Awareness of current issues in housing and related services and best practice - Desirable, Interview/Application/Test
- Understanding of Budgetary control procedures - Desirable, Interview/Application/Test
- Experience of working with computerised housing management systems and knowledge of other computer software applications - Essential, Interview/Application/Test
- Experience of working with tenants/residents groups and/or consulting tenants on housing management issues - Desirable, Interview/Application/Test
- Experience of rent arrears recovery - Desirable, Interview/Application/Test

Skills and Abilities

- Good written and oral communication skills - Essential, Interview/Application/Test
- Report writing skills - Desirable, Interview/Application/Test
- Organisation skills - Essential, Interview/Application/Test
- Dealing tactfully and sensitively with customers - Essential, Interview/Application/Test

Miscellaneous /Other Working Requirements

- Able to attend evening meetings if/when required outside normal office hours. - Desirable, Interview/Application/Test
- Full driving licence and access to a vehicle - Essential, Application
- Commitment to further training - Essential, Interview