

PERSON SPECIFICATION (Rents Officer)

Essential	Desirable	Assess by
Knowledge and Qualifications		
<p>GCSEs in Mathematics and English Language grades 4-9 or A-C or equivalent.</p> <p>Public Sector knowledge.</p> <p>A sound working knowledge of rent recovery processes.</p> <p>Basic Disclosure and Barring Check (DBS).</p> <p>Full driving license and access to a vehicle.</p>	<p>Basic level safeguarding qualification.</p> <p>HNC/HND, CIH qualification or equivalent housing qualification.</p> <p>Knowledge and understanding of core housing management functions, Council housing policy and rent collection processes.</p> <p>Knowledge of tenancy management legislation and rent recovery.</p>	<p>Application/Interview</p>
Experience		
<p>Proven track record of working within a public sector environment.</p> <p>Experience of working on own initiative and prioritizing own workload.</p> <p>Experience of dealing sensitively and effectively with customers.</p> <p>Experience of building working relationships with internal and external stakeholders.</p> <p>Experience of working within a social housing environment dealing with tenant issues.</p>	<p>Experience of using the OHMS system.</p> <p>Previous experience in a rent collection/recovery role.</p> <p>Practical housing management experience.</p>	<p>Application/Interview</p>

Experience of maintaining accurate records and producing reports.		
Skills and competencies		
<p>Excellent IT, communication and numerical skills.</p> <p>Excellent team working skills.</p> <p>To demonstrate a confident manner and be able to work on own initiative with minimal supervision.</p> <p>Ability to work well under pressure, manage priorities and meet deadlines.</p> <p>To have a positive attitude at work and create a positive atmosphere.</p> <p>Ability to deal effectively with difficult customers both on the phone and face to face, remaining calm and professional at all times.</p> <p>Proficient in Word, Excel, Outlook and other packages or systems as required.</p>		Application/Interview
Physical, mental and emotional demands		
The ability to work with frequent interruption, balancing a number of different priorities and conflicting demands.		Application/Interview

All applicants with a disability who meet the minimum requirements for the role will be given an interview and will be considered on their abilities.

We can only accept applications from candidates who are permitted to work within the UK, or from those who have a valid work permit.