

PERSON SPECIFICATION

Housing Options Officer

Essential	Desirable	Assess by
Knowledge and Qualifications		
<p>Educated to A level standard or equivalent.</p> <p>To hold, or be actively working towards, a Level 3 qualification in Housing Management or equivalent recognised qualification as set out in the Competence and Conduct Standard, to ensure professional capability and compliance with regulatory expectations.</p> <p>An in-depth awareness of housing and homelessness issues.</p> <p>Driving license and access to a vehicle.</p> <p>Enhanced Disclosure and Barring Check.</p>	<p>Level 2 Safeguarding (Adults)</p> <p>Competent awareness of the Equalities Act in a housing context.</p>	<p>Application/Interview</p>
Experience		
<p>Experience of working in a housing and homelessness advice service.</p> <p>Knowledge of homelessness and other related legislation and experience of its practical application.</p> <p>Experience of positively interacting with customers who are distressed or angry.</p> <p>Experience of building working relationships with internal and external</p>	<p>Solution focused approach to housing needs of customers.</p> <p>Experience of positively influencing service delivery methods.</p>	<p>Application/Interview</p>

stakeholders.		
Skills and competencies		
<p>Excellent communications skills and able to build effective working relationships and rapport with a diverse range of people.</p> <p>Able to work in collaboration with internal/external services to meet the housing needs of customers.</p> <p>Flexible approach to working hours to cover peak demands in the service.</p> <p>To have a positive attitude at work and create a positive atmosphere.</p>	Experience of positively influencing multi-agency approaches to service delivery.	Application/Interview
Physical, mental and emotional demands		
<p>Natural enthusiasm and interest in the subject matter.</p> <p>Ability to visit sites across the Councils' areas.</p> <p>Willingness to learn and develop new skills.</p>		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.