

## PERSON SPECIFICATION

### Housing Assistant

Essential	Desirable	Assess by
<b>Knowledge and Qualifications</b>		
Educated to 5 GCSE's (grades 4-9 or A-C) or equivalent. Driving license and access to a vehicle. Enhanced Disclosure and Barring Check. High level of IT literacy with good organisational and administrative skills An awareness of a range of housing services.	Level 2 Safeguarding (Adults).	Application/Interview
<b>Experience</b>		
Experience of dealing with customers in a face-to-face situation. Experience of liaising with internal and external colleagues to deliver high quality services. Ability to keep and maintain accurate records Knowledge of housing related legislation.	Experience of housing in one or more of the following disciplines: housing options/homelessness and lettings, tenancy and neighbourhood management.	Application/Interview
<b>Skills and competencies</b>		

<p>Ability to understand and explain complex situations to both customers and colleagues.</p> <p>To support the Housing officers in delivering a high-quality generic housing service.</p> <p>Good communications skills with a flexible approach to working hours to cover peak demands in the service.</p> <p>To have a positive attitude at work and help create a positive atmosphere.</p>	<p>Able to work in collaboration with internal/external services to meet the housing needs of customers.</p> <p>Ability to build effective working relationships and rapport with a diverse range of people.</p>	<p>Application/Interview</p>
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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.