

## PERSON SPECIFICATION

### Housing Assistant

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