

HOUSING OPTIONS OFFICER

PERSON SPECIFICATION

Essential Requirements	How Assessed	Desirable Requirements	How Assessed
QUALIFICATIONS / EXPERIENCE			
<ul style="list-style-type: none"> Two years' experience working in local government, public sector or voluntary and community sector 	A, I	<ul style="list-style-type: none"> Knowledge of housing management / allocations / homeless law and practices 	A, I
<ul style="list-style-type: none"> Experience of dealing with difficult customer, staying calm under difficult and stressful situations 	A, I	<ul style="list-style-type: none"> Experience of support work with vulnerable clients. 	
<ul style="list-style-type: none"> An understanding of a commitment to Equal Opportunities and Customer Care. 	A, I		
<ul style="list-style-type: none"> Experience of gathering information, analysing it and making a decision based on the information 	A, I	<ul style="list-style-type: none"> Ability to identify possible improvements to service delivery 	A, I
KNOWLEDGE			
<ul style="list-style-type: none"> A good understanding and knowledge of current housing/homeless legislation, good practice and Case Law 	A, I, T	<ul style="list-style-type: none"> A housing qualification 	A, I
<ul style="list-style-type: none"> IT literate Computer literate e.g. Microsoft Office. 	A, I, T	<ul style="list-style-type: none"> Awareness of current housing initiatives 	A, I
<ul style="list-style-type: none"> Knowledge of DDC Housing Policy and changes in national policy 	A,I		
SKILLS / ABILITY			
<ul style="list-style-type: none"> Excellent written and verbal communication skills. 	A, I, T	<ul style="list-style-type: none"> Ability to think and plan your own work load. 	A, I

Essential Requirements	How Assessed	Desirable Requirements	How Assessed
<ul style="list-style-type: none"> • Ability to communicate clearly and concisely with a wide range of different people 	A, I, T	<ul style="list-style-type: none"> • Able to work to meet tight deadlines • Financial assessments and benefits knowledge 	A, I
<ul style="list-style-type: none"> • Confident, persuasiveness, tactful and discreet 	A, I	<ul style="list-style-type: none"> • Self-motivated with experience of partnership working and networking 	A, I
<ul style="list-style-type: none"> • Able to work on own initiative and as part of a team 	A, I	<ul style="list-style-type: none"> • Able to report on performance standards 	A, I
<ul style="list-style-type: none"> • Able to carry out home visits 	A, I	<ul style="list-style-type: none"> • Able to attend meeting out of normal working hours 	A, I

KEY

A = Application Form

I = Interview

T = Test