



Person Specification – HOUSING OFFICER

Assessment

Qualifications	E/D	Assessment			Comments
		1	2	3	
Good basic education, including GCSE Maths and English (or equivalent)	E				
Relevant qualification in Housing	D				
Experience and Knowledge					
Experience of housing management, including health and safety	E				
Experience of working with vulnerable groups	D				



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Experience and knowledge (cont.)	E/D	Assessment			Comments
		1	2	3	
Experience of working in a supported housing environment	D				
An understanding of confidentiality and how/when this should be maintained	E				
An understanding of strong professional boundaries and how to maintain them	D				
An understanding of safeguarding issues	D				
Experience of lone working	D				
Experience of dealing with anti-social / challenging behaviour	E				



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Skills and Competencies	E/D	1	2	3	Comments
Effective communication & interpersonal skills (verbal and written)	E				
Active listening skills	E				
Literate and numerate	E				
Working knowledge of IT systems including Microsoft applications (Outlook, Word, Excel)	E				
Report writing skills	E				



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Skills and Competencies (cont.)	E/D	1	2	3	Comments
Proven ability to organise self and prioritise to meet deadlines, with good time management skills	E				
Ability to function effectively as part of a team	E				
Ability to earn and maintain the trust of clients and staff from other organisations	E				
Understands the need to promote independence	E				



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Skills and Competencies (cont.)	E/D	1	2	3	Comments
Problem solving skills	E				
Ability to work on own initiative	E				
Able to perform all duties and tasks with reasonable adjustments in accordance with provisions of Equality Act 2010	E				



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Attitude and Personality	E/D	1	2	3	Comments
Warm, Empathic and non-judgmental	E				
Considered and sensible (common sense) approach, with a “can do” attitude	E				
Genuinely driven with a desire to make a difference in people's lives	E				
Calm under pressure	E				
Reliable, flexible and willing	E				
Has a creative approach to work and problem solving	E				



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Attitude and Personality (cont.)	E/D	1	2	3	Comments
Professional Approach	E				
Self-motivated	E				
Uses initiative appropriately	E				
A strong commitment to inclusive working	E				
Willing to undertake any necessary training / professional development.	E				



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Key:	Overall Summary
<p>E = Essential – skills, qualities, experience considered essential for the role</p> <p>D = Desirable – skills, qualities considered desirable for the role</p> <p>Assessment:</p> <ol style="list-style-type: none"> 1. meets criteria well 2. meets criteria adequately 3. does not meet criteria <p>Successful/Unsuccessful/Reserve</p> <hr style="border: 0.5px solid black;"/> <p>Completed by: (sign) Date</p>	