



Person specification			
Post title	Principal Housing Delivery Officer	Grade	Pay Band L L (Scp 32 – 33)
Service Area	Housing and Property	Section/team	Strategic Housing

Shortlisting Number	Criteria	Essential\ Desirable	Method of assessment
Skills, knowledge, experience			
S1	Experience of working as part of a team in a large organisation.	Desirable	I, A
S2	Experience of understanding and applying complex legislation.	Essential	I, A
S3	Commitment to develop new knowledge and undertake appropriate training to attain and maintain a suitable understanding of legislation, case law and codes of practise/guidance relating to homelessness, allocations and private sector housing.	Essential	I, A
S4	Ability to plan and manage the delivery of projects within agreed timescales.	Desirable	I, A
S5	Excellent communication skills: <ul style="list-style-type: none"> The ability to prepare a range of written documents to include customer/MP/Elected Member responses, strategies/policies and reports which are concise and adopt the appropriate style to the audience for which they are intended. The ability to converse verbally in a range of circumstances – one to one conversation, in meetings and in delivering presentations. 	Essential	I, A, T
S6	Experience of developing relationships internally and externally, working with partners to deliver shared goals and outcomes.	Essential	I, A

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S7	Excellent interpersonal and negotiation/conflict resolution skills.	Essential	I, A, T
S8	Excellent organisational, time and prioritisation management skills. With the ability to plan and manage their own workloads taking account of conflicting priorities to achieve objectives on time to the agreed standard.	Essential	I, A, T
S9	Excellent ICT skills with the ability to learn to use bespoke software (e.g. systems for the recording of homelessness and allocations). The ability to fully utilise standard Microsoft software packages (including SharePoint, Excel, Powerpoint and Outlook).	Essential	I, A
S10	Highly developed numerical, analytical and problem-solving skills.	Essential	I, A, T
S11	Ability to research subject matter and provide critical analysis.	Essential	I, A
S12	Experience of dealing with the public in an empathetic sensitive and confidential manner ensuring the highest levels of customer care.		I, A
Personal attributes and circumstances			
P1	Integrity - ability to be open and honest, to maintain high standards of personal behaviour and display strong moral principles	Essential	I
P2	Accountability - willingness to take personal responsibility for your actions and decisions, and to understand the consequences of your behaviour	Essential	I
P3	A demonstrable willingness to share information and work with other people.	Essential	I
P4	Respect - a strong desire to treat people with care and dignity, observing the rights of other people, and helping and supporting others where you can	Essential	I
P5	Developing self and others – A commitment to continuous professional development. Ability to question and request appropriate training and development that links to the post, to seek opportunities that add to skills and knowledge, to respond positively to opportunities that arise and to support others' learning and share learning with others.	Essential	I

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Communication			
C1	A demonstrable willingness to share information and work with other people, including the ability to listen, communicate with and understand others, taking account of other people's points of view.		A, I
Qualifications			
Q1	Educated to degree level and/or an equivalent qualification in housing or demonstrate suitable professional experience.		C
Q2	GCSE Maths and English grade A – C or equivalent		C
Health and safety			
H1	Ability to ensure suitable and sufficient risk assessments are carried out taking into account employees' capabilities.		A
H2	Ability to use equipment as instructed and trained.		A
H3	Ability to inform management of any health and safety issues which could place individuals in danger		A

A = Application form **C** = Certificate **E** = Exercise **I** = Interview **P** = Presentation **AC** = Assessment Centre **T** = Test

Date	Approved by authorised manager	Designation
14/02/2023	Alan Broadbent	Group Manager of Housing

Where the post involves working with children, in addition to a candidate's ability to perform the duties of the post, the interview will also explore issues relating to safeguarding and promoting the welfare of children, including:

- **Motivation to work with children and young people**
- **Ability to form and maintain appropriate relationships and personal boundaries with children and young people**
- **Emotional resilience in working with challenging behaviours**
- **Attitudes to use of authority and maintaining discipline**

We have a positive attitude to the employment of disabled people and guarantee an interview to those who meet **all** the necessary criteria of the person specification.



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