**PERSON SPECIFICATION**

**Post:** Social Housing Support Officer

**Post No:** 305245

**Department:** Economic Growth & Housing

**Division:** Housing and Investment Service

**Section:** Investment and Strategic Housing

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| Personal Attributes Required(considerations) | Essential (E)OrDesirable (D) | Method of Assessment(suggested) |
| **QUALIFICATIONS/TRAINING**Qualified to HNC/HND level, or equivalent, in a related discipline.Qualified to Degree level, or equivalent, in housing or a related disciplineEvidence of continuous personal and professional development  | EDE | AFAFAF |
| **EXPERIENCE**Track record of success in an administrative role, including budget monitoring and reporting Experience of taking accurate minutes and following up actions from relevant meetingsPost qualification experience in a housing related field, ideally in a Local Authority settingExperience in working in multi-disciplined project teamsExperience in the effective cost monitoring & financial control of major projects.Experiencing of working in partnership with developers and development / funding agenciesExperience of finance processes, such as payment of invoices, and creating purchase orders. Providing budget support, for example compiling budget summary information for senior managersExperience of tenant engagement and consultation, including designing and managing consultation exercises | EEDDDDDD | AF/IAF/IAF/IAF/IAF/IAF/IAF/IAF/I |
| **KNOWLEDGE/SKILLS/APTITUDES****Knowledge** Knowledge of social housing management and deliveryKnowledge of related topics, including planning, housing/commercial developmentA commitment to and understanding of equal opportunitiesA good understanding of what constitutes good customer service | DDEE | AF/IAF/IAF/IAF/I |
| **Skills** Ability to interpret information or situations and to solve varied problems or develop solutions High level of IT skills and ability to use Microsoft applications including excel, databases, and develop and maintain information systemsAbility to undertake research and consultation exercises Ability to develop relationships internally and externally, work with Partner organisations to deliver shared goals and outcomes.Excellent verbal, written and presentation skills including the ability to prepare reports on complex issues in a clear concise style appropriate for a varied audience.Ability to interpret legislation, Policy, Procedural and technical documents.Ability to provide advice and guidance to internal and external partners and members of the public. | EEEEEEE | AF/IAF/I/TAF/IAF/IAF/IAF/IAF/I |
| **Aptitudes**Pro-active, a self-starter with the ability to work with minimum supervision, will need to be able to use own initiative and set own deadlines; strong time management skills are essentialAbility to work as part of a team, to work across other teams and ability to work unsupervised | EE | AF/IAF/I |
| **SPECIAL REQUIREMENTS**Willingness to work outside normal office hours as and when requiredFull driving licence  | DD | AF/IAF/I/C |

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| Prepared by: L Payne | AF | = Application Form |
|  | C | = Certificate |
|  | I | = Interview |
| Date: December 2024 | T | = Test |
|  | P | = Presentation |