**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)  Or  Desirable (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 discipline  Evidence of continuous personal and professional development | E  D  E | AF  AF  AF |
| **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 meetings  Post qualification experience in a housing related field, ideally in a Local Authority setting  Experience in working in multi-disciplined project teams  Experience in the effective cost monitoring & financial control of major projects.  Experiencing of working in partnership with developers and development / funding agencies  Experience of finance processes, such as payment of invoices, and creating purchase orders. Providing budget support, for example compiling budget summary information for senior managers  Experience of tenant engagement and consultation, including designing and managing consultation exercises | E  E  D  D  D  D  D  D | AF/I  AF/I  AF/I  AF/I  AF/I  AF/I  AF/I  AF/I |
| **KNOWLEDGE/SKILLS/APTITUDES**  **Knowledge**  Knowledge of social housing management and delivery  Knowledge of related topics, including planning, housing/commercial development  A commitment to and understanding of equal opportunities  A good understanding of what constitutes good customer service | D  D  E  E | AF/I  AF/I  AF/I  AF/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 systems  Ability 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. | E  E  E  E  E  E  E | AF/I  AF/I/T  AF/I  AF/I  AF/I  AF/I  AF/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 essential  Ability to work as part of a team, to work across other teams and ability to work unsupervised | E  E | AF/I  AF/I |
| **SPECIAL REQUIREMENTS**  Willingness to work outside normal office hours as and when required  Full driving licence | D  D | AF/I  AF/I/C |

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