



| Person Specification |   |       |   |
|----------------------|---|-------|---|
| Post title           | Temporary Accommodation Housing Officer | Grade | G |

\* \* \* This post is exempt from the provisions of the Rehabilitation of Offenders Act – applicants must disclose all criminal convictions including those which are ‘spent’, in addition to any cautions and bindover orders received in the last 12 months \* \* \*

To be successful in this role you will need to demonstrate how you meet the criteria below at application & interview stage.

| Shortlisting Number                          | Criteria   | Method of assessment |
|--|--|----------------------|
| <b>Skills, knowledge, experience</b>         |  |                      |
| S1   | Experience of undertaking visual inspections of residential properties.  | CV/SS, I             |
| S2   | Experience of residential tenancy or licence agreement management.   | CV/SS, I             |
| S3   | Ability to negotiate and manage difficult and challenging clients.   | CV/SS, I             |
| S4   | 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 and the ability to follow procedures. | CV/SS, I             |
| S5   | Excellent ICT skills with the ability to learn to use bespoke software (e.g. systems for the recording of homelessness). The ability to fully utilise standard Microsoft software packages (including SharePoint, Excel, PowerPoint and Outlook).                | CV/SS, I             |
| S6   | Experience of dealing with the public in an empathetic, sensitive and confidential manner ensuring the highest levels of customer care.  | CV/SS, I             |
| <b>Personal attributes and circumstances</b> |  |                      |
| P1   | You must adhere to the “Knowsley Better Together” staff qualities; Integrity, Accountability, Communication and Respect  | I                    |
| P2   | 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   | I                    |

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|                       |  |          |
|-----------------------|--|----------|
|                       | opportunities that add to skills and knowledge, to respond positively to opportunities that arise and to support others' learning and share learning with others.  |          |
| P3                    | Reliable, hardworking with a positive attitude to change, continuous improvement and delivering results  | I        |
| P4                    | A commitment to work flexibly and beyond normal 9-5 working hours where necessary to achieve deadlines and targets. To also include attendance at meetings/events. | CV/SS    |
| P5                    | Driving licence and access to vehicle for site visits.   | CV/SS    |
| <b>Communication</b>  |  |          |
| C1                    | A demonstrable willingness to share information and work with other agencies and internal teams to ensure the efficient delivery of temporary accommodation.       | CV/SS, I |
| <b>Qualifications</b> |  |          |
| Q1                    | Two GCSEs in English and Maths (Level 4 or above).   | CV/SS, C |

**CV/SS** = Curriculum Vitae/Supporting Statement **A** = Application Form **C** = Certificate **E** = Exercise **I** = Interview

**P** = Presentation **AC** = Assessment Centre **T** = Test

**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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