



## Person Specification

<b>Post title</b>	Housing Solutions Officer	<b>Grade</b>	H (SCP 23 – 25)
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\* \* \* 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	A minimum of two years relevant experience working in housing or homelessness services or a related area.	CV/SS, I
S2	Detailed knowledge and understanding of homelessness legislation, housing allocations and an understanding of the Prevention Agenda and Welfare Reform and experience of investigation techniques.	CV/SS, I
S3	Experience of working with and motivating homeless or vulnerable households with a history of domestic violence, mental health, budget management issues or substance misuse.	CV/SS, I
S4	Experience of dealing with customers face to face and by telephone including the ability to manage a busy and mixed caseload of customers including those that need additional support or have complex needs.	CV/SS, I
S5	Effective interviewing and communication skills including the ability to cope with stressful environments, and apply conflict resolution skills. Able to demonstrate empathy and diplomacy in dealing with difficult situations.	CV/SS, I
S6	Computer literate, competent in working with Microsoft word, outlook, windows etc	CV/SS, I

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Personal attributes and circumstances		
P1	You must adhere to the “Knowsley Better Together” staff qualities; Integrity, Accountability, Communication and Respect	CV/SS, I
P2	Ability to maintain discretion and confidentiality and to develop a trusting relationship with customers.	CV/SS, I
P3	Ability to develop relationships with partner agencies	CV/SS, I
P4	Ability to deliver high quality housing advice to customers, landlords and partner agencies.	CV/SS, I
	Creative and dynamic approach with the ability to “think outside of the box” when providing solutions, while understanding the needs of various vulnerable groups.	CV/SS, I
P5	Ability to work with minimum supervision	CV/SS, I
Communication		
C1	Excellent interpersonal/ communication skills including negotiation and mediation skills	CV/SS, I
C2	Able to demonstrate empathy and diplomacy in dealing with difficult situations.	CV/SS, I
Qualifications		
Q1	BTEC National Cert. In Housing Studies or equivalent - Essential	CV/SS, C
Q2	Professional qualification of Institute of Housing - Desirable	CV/SS, C
Q3	Driving licence and access to a vehicle for visits	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.

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- **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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