

## PERSON SPECIFICATION

### Housing Options Officer – H316

| Specification Type                   | Additional/changed requirements  | E/D | Measure  |
|--------------------------------------|--|-----|----------|
| <b>Qualifications &amp; Training</b> | Educated to GCSE or Equivalent   | E   | 1, 3 & 4 |
| <b>Qualifications &amp; Training</b> | Relevant Housing Qualification or qualification experience                           | D   | 1, 3 & 4 |
| <b>Knowledge &amp; Experience</b>    | Knowledge or understanding of welfare benefits                                       | E   | 1 & 3    |
| <b>Knowledge &amp; Experience</b>    | Dealing with homelessness and housing advice matters                                 | E   | 1, 2 & 3 |
| <b>Knowledge &amp; Experience</b>    | Previous experience of working in a social housing or a local authority housing team | D   | 1, 3     |
| <b>Knowledge &amp; Experience</b>    | Experience of working in a customer focussed service                                 | E   | 1, 3     |
| <b>Knowledge &amp; Experience</b>    | Experience of working with vulnerable people from a variety of backgrounds           | E   | 1, 3     |
| <b>Skills &amp; Abilities</b>        | Able to work under pressure, manage own workload and prioritise accordingly          | E   | 1, 3     |
| <b>Skills &amp; Abilities</b>        | Good planning, time management and organisational skills                             | E   | 1, 3     |
| <b>Skills &amp; Abilities</b>        | Ability to make considered decisions   | E   | 1,3      |
| <b>Skills &amp; Abilities</b>        | Proficient use of IT systems   | E   | 1,3      |
| <b>Skills &amp; Abilities</b>        | Must be assertive, show initiative, be enthusiastic and self motivated               | E   | 1, 3     |
| <b>Skills &amp; Abilities</b>        | Ability to work independently and as part of a team                                  | E   | 1, 3     |
| <b>Skills &amp; Abilities</b>        | Ability to communicate well with a wide variety of audiences                         | E   | 1, 3     |
| <b>Skills &amp; Abilities</b>        | Strong verbal & written communication skills   | E   | 1, 3     |
| <b>Skills &amp; Abilities</b>        | Able to meet deadlines   | E   | 1, 3     |
| <b>Skills &amp; Abilities</b>        | High level of customer care  | E   | 1, 3     |
| <b>Skills &amp; Abilities</b>        | Understanding of and commitment to the principles of equality & diversity            | E   | 1, 3     |
| <b>Skills &amp; Abilities</b>        | Ability to maintain clear and concise records  | E   | 3        |
| <b>Other Requirements</b>            | Willingness/ability to work outside of office hours, must be flexible and responsive | E   | 1, 3     |

**Car Allowance:**

This post carries a designated car user status.

**E/D:**

Essential (E)  
Desirable (D)

**Measure:**

1. Application form
2. Test after shortlisting
3. At interview
4. Documentary evidence
5. Other [please specify]