

PERSON SPECIFICATION

H284 – HOME OWNERSHIP OFFICER

Specification Type	Additional/changed requirements	E/D	Measure
Qualifications & Training	Good educational background (minimum 'A' Level or equivalent and GCSE's in Maths and English)	E	1, 3, 4
Qualifications & Training	Recognised housing qualification, level 3 or above, or experience working in a Housing environment	E	1, 3, 4
Qualifications & Training	RICS Qualified or equivalent	E	1, 3, 4
Knowledge & Experience	Understanding of the legal framework underpinning leasehold management and of issues affecting leaseholders.	E	1, 2, 3
Knowledge & Experience	Experience of leasehold property management and preparing service charge accounts	E	1, 3
Knowledge & Experience	Ability to understand and interpret legal documents and reproduce information in an easy to understand format.	E	1, 2, 3
Knowledge & Experience	Understanding of issues affecting housing in local government and the legislative environment in which it operates	E	1, 3
Knowledge & Experience	Experience of co-ordinating action to remedy breaches of residential long-leases	E	1, 3
Knowledge & Experience	Experience of managing and responding to complex queries	E	1, 3
Knowledge & Experience	Understanding of the process of property conveyance	E	1, 3
Knowledge & Experience	Experience of producing plans relating to property and land sales	E	1, 2, 3
Knowledge & Experience	Experience of easements, joint access, boundary disputes and other issues pertaining to land.	E	1, 2, 3
Knowledge & Experience	Proficient use of IT systems	E	1, 2, 3
Knowledge & Experience	Working knowledge of the Right to Buy process	D	1, 3
Knowledge & Experience	Project management experience	D	1, 3
Knowledge & Experience	Experience of inspecting properties and identifying and diagnosing repairs	E	1, 2, 3
Knowledge & Experience	Experience of Applications to the First Tier Tribunal (Property Chamber) in pursuance of lease compliance.	E	1, 3
Knowledge & Experience	Experience of interpreting plans to establish land ownership.	E	1, 3
Knowledge & Experience	Experience of measuring properties internally and externally, and land.	D	1, 3
Skills & Abilities	Accurate with a high degree of numerical and literacy skills.	E	1, 2, 3

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Skills & Abilities	Ability to take ownership and agree resolution of enquiries and complaints.	E	1, 3
Skills & Abilities	Excellent communication, interpersonal and negotiation skills, including the ability to liaise with and promote positive working relationships with internal and external organisations, agencies and customers.	E	1, 3
Skills & Abilities	Strong organisational/time management skills, with the ability to work under pressure and handle competing priorities in meeting deadlines and commitments.	E	1, 3
Skills & Abilities	Enthusiastic and self-motivated with the ability to contribute ideas and solutions to improve the service.	E	1, 3
Skills & Abilities	Ability to engage effectively with customers in a professional, non-judgemental and sensitive manner.	E	1, 3
Skills & Abilities	Ability to negotiate and manage difficult and challenging customers.	E	1, 3
Skills & Abilities	Work effectively independently and as part of a small team, demonstrating a positive, flexible approach to team working.	E	1, 3
Skills & Abilities	Understanding of and committed to the principles of equality and diversity	E	1, 3
Other Requirements	Some evening/ weekend work will be required	E	1, 3
Other Requirements	Full driving licence	E	1, 4

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]

