PERSON SPECIFICATION

Tenancy Support Officer, Housing Management

*This person specification is intended to ensure that recruitment is as fair and objective as possible, thereby reducing the possibility of direct and indirect discrimination in recruitment and selection.*

*To assist us in the process, please ensure that your completed application form demonstrates your ability in meeting these attributes.*

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| **CRITERION** | **Essential**  **(must have)** | | **Desirable**  **(good to have)** | |
| **QUALIFICATIONS and TRAINING** | | | | |
| * Good general level of education * NC Office Technology and Administration * SVQ3 in social care/equivalent qualification for housing support service or willing to work towards qualification. | ✓ | | ✓  ✓ | |
| **PREVIOUS EXPERIENCE (PAID and/or UNPAID)** | | | | |
| * Employed in a support environment for at least six months * Working with the public for at least six months |  | | ✓  ✓ | |
| **KNOWLEDGE** | | | | |
| * Knowledge of trauma informed practice * Knowledge of grant funders for vulnerable clients * Knowledge of welfare benefits * Knowledge of Housing Associations’ work * Knowledge of safeguarding and an understanding of risk management | |  | | ✓  ✓  ✓  ✓ |
| **CRITERION** | **Essential**  **(must have)** | | **Desirable**  **(good to have)** | |
| **SKILLS and ABILITIES** | | | | |
| Good written, verbal and communication skillsGood organisation skillsGood computer skillsRespect the confidentiality of the Organisation and its’ staffAbility to work on own initiative  * Ability to work as an individual and as part of a team * Ability to communicate information to individuals, being aware of the need to be clear and concise * Ability to engage with vulnerable people and build positive relationships * An understanding and commitment to working with our customers in a trauma informed manner | ✓  ✓  ✓  ✓  ✓  ✓  ✓  ✓ | |  | |
| **VALUES and ATTITUDES** | | | | |
| Understands and is committed to equal opportunitiesIs committed to ensuring high standards, efficiency and good service to all tenantsHas a positive and ‘can-do’ attitudeIs committed to values of openness, accessibility, honesty, integrity, respect for tenants, colleagues, Board members, responsiveness to tenants and local needsConfident in own skills and abilities and able to work as part of a team and on own initiative | | ✓  ✓  ✓  ✓  ✓ |  | |
| **OTHER REQUIREMENTS** | | | | |
| Flexible approach to work, ensuring deadlines are metFriendly and supportive approach when dealing with othersCan work in an open plan office with limited personal, private spaceAccess and use of a car with appropriate business insurance to effectively carry out the duties of the role | | ✓  ✓  ✓  ✓ |  | |