SOUTH DERBYSHIRE DISTRICT COUNCIL - PERSON SPECIFICATION

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| **Directorate:** Place and Prosperity | **Service:** Housing Services | **Job Title:** Housing Officer |

Qualifications, Professional Membership, Technical Skills

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| **ESSENTIAL** | **DESIRABLE** | **HOW ASSESSED** |
| 6 GCSEs including Maths and English at Grade C or above.    A proven ability to be able to use computer |  | Application Form  Copy of qualification(s) |
| Has own car and a full clean driving licence |  | Application Form.  Copy of Driving Licence |
| Has experience of Microsoft Word, Excel, Outlook and is confident in using IT/new packages |  | Application Form / Interview |
| Has preferably two years’ current experience, but not less than six months’ current experience of working as a Housing Officer |  | Application Form / Interview |
| Experience of all aspects of Arrears Management and Recovery including attending Court |  | Application Form / Interview |
| Experience of working in a housing / customer service environment |  | Application Form / Interview |
| Experience of working with vulnerable people and experience of making referrals to safeguarding, requesting information from Police |  | Application Form / Interview |
| Experience of estate management including dealing with ASB, rent arrears and tenancy management issues, tenancy visits and audits |  | Application Form / Interview |
| An effective team member. Excellent working relationship |  | Application Form / Interview |
|  | Recognised Housing-related qualification | Application Form / Interview |
|  | Experience of Welfare Benefits System and particularly Universal Credit | Application Form / Interview |
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| **Competency** | **Level** | **Essential** | **Desirable** | **How Assessed** |
| Achieving Results | 1 | Concentrates on achieving goals and objectives through good planning and self-management.  Completes work on time and to a good standard.  Accepts personal responsibility for meeting deadlines and targets.  Able to determine own workload  and priorities and willing to help others. | Contributes towards service improvements | Application Form Interview |
| Communication | 2 | Is sensitive to the communication needs of others.  Produces good quality written communication using standard formats.  Clearly presents information or provides explanations so that it is easily understood by others.  Ensures that communication is correctly targeted and understood. |  | Application Form Interview |
| Creative Thinking | 1 |  | Is open minded when presented with a new perspective.  Applies new information to work problems and situations.  Puts forward their own ideas and suggestions where appropriate. | Application Form Interview |

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| Customer Focus | 2 | Demonstrates a strong desire to understand and meet the needs of customers.  Able to identify the customer’s underlying issues.  Provides high standards of customer service to both internal and external customers.  Always makes time for the customer.  Takes ownership and personal responsibility for solving customer problems.  Seeks and acts on customer feedback. |  | Application form Interview |
| Decision Making and Problem Solving | 1 |  | Deals with a range of straightforward day to day problems as they occur.  Collates information in order to establish the facts and identify problems.  Takes note of relevance of information and acts accordingly.  Recognises the impact of decisions. | Application Form Interview |
| Making Change Work | 1 | Embraces change. Adapts to fit in.  Open to new ideas.  Proactively supports new ideas and initiatives |  | Application Form Interview |

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| Managing Resources, Projects & Processes | 2 |  | Makes decisions on day-to-day priorities and manages own time effectively.  Deals with issues systematically in order to make decisions and determine priorities.  Develops clear and realistic short-term plans. | Application Form Interview |
| Organisational Awareness & Commitment | 2 |  | Understands the informal structures of the Council, recognising key staff, decision makers and those in positions of influence.  Promotes and defends the Council’s reputation with customers and external bodies. | Application Form  Interview |
| Personal Impact | 1 | Makes time for others. Observes and listens to others.  Demonstrates appropriate and professional behaviour |  | Application Form Interview |
| Working Relationships | 1 | Maintains constructive working relationships with key stakeholders through established structures and mechanisms  Maintains contact with individuals and groups to ensure a positive working environment  Is a good team player; does his or her share of the work |  | Application Form Interview |

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| Equal Opportunities and Fairness |  | Ability to demonstrate a commitment to the principles of equal opportunities and fairness in service delivery and/or  employment |  | Interview |

**Date Issued: May 2025 Issued by: Tenancy Services Manager**