**Housing Options Officer – Personal Specification**

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| **Essential** | **Desirable** | **How Assessed** |
| 5 GCSEs including Maths and English at Grade C or above.  |  | Application Form / Copy of qualifications(s) |
| Experience of working with Housing legislation including Part Vll of the Housing Act 1996 and an understanding of the legislative requirements of the Homelessness Reduction ActExperience in Housing or related discipline sufficient to achieve the requirements of the post. |  | Application Form / Interview |
| Experience of managing a varied and demanding caseload and a variety of tasks including the ability to prioritise due to changing circumstances. |  | Application Form / Interview |
| Experience of working with vulnerable people. |  | Application Form / Interview |
| Full Driving Licence |  | Application Form  |
| Self-motivated, organised, diplomatic, responsible, calm under pressure, patient.Will take ownership and responsibility for decisions |  | Application Form / Interview |
| Excellent communication skills. Practical and logical thinker |  | Application Form / Interview |
| A good working knowledge of Microsoft Word, Excel and Outlook. | A good working knowledge of Orchard & Jigsaw | Application Form / Interview |

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| **Competency** | **Level** | **Essential** | **Desirable** | **How Assessed** |
| Achieving Results | 3 | Experience of reviewing working practices.Ability to contribute towards service development |  | Application FormInterview  |
| Communication | 3 | Ability to communicate to an appropriate level of detail and provision for their audience.Prepares and structures communications to aid understanding |  | Application FormInterview  |
| Creative Thinking  | 4 | Ability to put forward innovative new ideas and approaches and encourages others to do so.Ability to recognise the potential of existing situations and to turn them into viable opportunities |  | Application FormInterview  |
| Customer Focus | 3 | Experience of building and developing relationships with customers.Experience of driving standards for excellent customer service. |  | Application formInterview  |
| Decision Making and Problem Solving | 4 | Experience of identifying and initiating improvement to services for the benefit of customers. |  | Application FormInterview |
| Making Change Work | 3 | Ability to create a positive image of change. |  | Application FormInterview |
| Managing Resources, Projects & Processes | 3 | Ability to allocate tasks, to delegate effectively and to assign appropriate resources. |  | Application FormInterview |
| Organisational Awareness & Commitment | 2 | N/A | N/A | N/A |
| Personal Impact | 3 | Ability to adapt style or content to meet the need of the situation or person involved.Effectively builds trust and rapport |  | Application FormInterview |
| Working Relationships | 2 | Builds a solid foundation of mutual understanding and trust.Resolves conflict and does not avoid difficult issues. |  | Application FormInterview |
| Equal Opportunities and Fairness |  | Ability to demonstrate a commitment to the principles of equal opportunities and fairness in service delivery and/or employment.  |  |  |

**Date Issued: May 2025 Solutions Supervisor**