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| **HOUSING ADMINSTRATION OFFICER** | | | | | | |
| **ESSENTIAL** | | | **DESIRABLE** | | **HOW ASSESSED** | |
| 5 GCSEs including Maths and English at Grade C or above;  A proven ability to be able to use computer aided programmes. | | | Knowledge of Orchard & Jigsaw  Housing Background | | Application Form Copy of qualification(s) | |
| **Competency** | **Level** | **Essential** | | **Desirable** | | **How Assessed** |
| Achieving Results | 1 | Experience of reviewing working practices. Ability to contribute towards service development. | |  | | **Examples:** Application FormInterview |
| Communication | 1 | Ability to communicate to an appropriate level of detail and provision for their audience. Good written and oral communication skills, including production of minutes. | |  | | **Examples:** Application FormInterview |
| Creative Thinking | 1 | Ability to put forward innovative new ideas and approaches.  Ability to use resources creatively | |  | | **Examples:** Application FormInterview |
| Customer Focus | 2 | Experience of good customer service and delivery.  Ability to manage difficult and challenging clients and take ownership of the situation.  Experience of effective communication with a range of stakeholders | |  | | **Examples** Application formInterview |
| Decision Making and Problem Solving | 1 | Is able to take into account all relevant information and use sound judgement to make appropriate decisions leading to the correct and best outcomes in a recognised structured manner in line with policies and procedures including all relevant legislation. | |  | | **Examples:** Application FormInterview |
| Making Change Work | 1 | Ability to create a positive image of change and understand the need for change and take an active role in the process.  Is able to adapt and change to recognise the customer base and the reactiveness to a quick change situation. | |  | | **Examples:** Application FormInterview |
| Managing Resources, Projects & Processes | 1 | Ability to support the development and delivery of housing related strategies and action plans  Ability to work with little supervision | |  | | **Examples:** Application FormInterview |
| Organisational Awareness & Commitment |  | N/A | | N/A | | N/A |
| Personal Impact | 1 | Ability to adapt style to meet the need of the situation or person involved.  Effectively builds trust and rapport with customers, internal and external partners.  Ability to work flexibly. | |  | | **Examples:** Application FormInterview |
| Working Relationships | 1 | Builds a solid foundation of mutual understanding, trust and empathy.  Partnership working across all sectors. | |  | | **Examples:** Application Form Interview |
| Equal Opportunities and Fairness | 1 | Ability to demonstrate a commitment to the principles of equal opportunities and fairness in service delivery and/or employment.  Commitment to customer care and an understanding of its relevance to this post. | |  | |  |