SOUTH DERBYSHIRE DISTRICT COUNCIL - PERSON SPECIFICATION

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| **Directorate:** Place & Prosperity | **Service:** Housing Services | **Job Title:** Private Landlord & Supported Accommodation Liaison Officer |

Qualifications, Professional Membership, Technical Skills

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| **ESSENTIAL** | **DESIRABLE** | **HOW ASSESSED** |
| Maths and English to Grade C at GCSE level or above. |  | Application Form  Copy of qualification(s) |
| Has own car and a full clean driving licence  Ability to travel |  | Application Form.  Copy of Driving Licence |
|  | Has experience of Orchard Housing Management System/Jigsaw Housing Management System/Civica/  Capita | Application Form / Interview |
|  | Knowledge of the Supported Housing Improvement Pilot | Application Form / Interview |
| A good working knowledge of Microsoft Word, Excel, Outlook |  | Application Form / Interview |
| An effective team member. Excellent working relationship |  | Application Form / Interview |
| Experience of working in a customer service environment. |  | Application Form / Interview |
| Experience of working with vulnerable people and directly supporting or referring appropriate support services dependent on need |  | Application form / interview |
| An understanding of Welfare Benefits |  | Application Form / Interview |
| Experience of working in a housing environment |  | Application form / interview |
|  | 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 Act |  |
|  | Understanding of The Housing Health and Safety Rating System (HHSRS) | Application form / interview |
| Experience of managing a client caseload. |  | Application form / interview |
| Experience of providing advice to  vulnerable clients in a face-to-face environment. |  | Application form / interview |
| Partnership working with agencies across  all sectors. |  | Application form / interview |
|  | Experience of working in an investigative environment. | Application form / interview |
| Good written and oral communication skills, including good report writing skills. |  | Application form / interview |
| Ability to work with little supervision. |  | Application form / interview |
| Ability to manage a demanding workload  and prioritise tasks. |  | Application form / interview |
| Confident and dynamic problem solving skills. |  | Application form / interview |
| Negotiation skills. |  | Application form / interview |
| Ability to analyse complex situations. |  | 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.  Is 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. | N/A | N/A |
| 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 their 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: Housing Solution Supervisor