

SOUTH DERBYSHIRE DISTRICT COUNCIL - PERSON SPECIFICATION

Directorate: Place and Prosperity	Service: Housing Services	Job Title: Tenancy Services Officer
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Qualifications, Professional Membership, Technical Skills

ESSENTIAL	DESIRABLE	HOW ASSESSED
6 GCSEs including Maths and English at Grade C or above.		Application Form Copy of qualification(s)
Has own car and a full clean driving licence		Application Form. Copy of Driving Licence.
A proven ability to be able to use computer to include a good working knowledge of Microsoft Word, Excel, Outlook, Teams		Application Form / Interview
An effective team member. Excellent working relationship		Application Form / Interview
Current experience of working in a housing or benefits /customer service environment.		Application Form / Interview
Experience of working with vulnerable people and directly supporting or referring as appropriate to support services dependent on need		Application form / interview
Experience of creating and managing budget plans and identifying areas of saving		Application form / interview
A current solid understanding of Welfare Benefits particularly Universal Credit and up to date knowledge of changes/use and application for claimants		Application Form / Interview

	To lead and participate in project work in relation to the Tenancy Sustainment post as required	Application form / interview
	Has experience of Orchard Housing Management System	Application Form / Interview

Competency	Level	Essential	Desirable	How Assessed
Achieving Results	1	<p>Concentrates on achieving goals and objectives through good planning and self-management.</p> <p>Completes work on time and to a good standard.</p> <p>Accepts personal responsibility for meeting deadlines and targets. Able to determine own workload and priorities and willing to help others.</p>	Contributes towards service improvements	Application Form Interview
Communication	2	<p>Is sensitive to the communication needs of others.</p> <p>Produces good quality written communication using standard formats.</p> <p>Clearly presents information or provides explanations so that it is easily understood by others.</p> <p>Ensures that communication is correctly targeted and understood.</p>		Application Form Interview
Creative Thinking	1		<p>Is open minded when presented with a new perspective.</p> <p>Applies new information to work problems and situations.</p> <p>Puts forward their own ideas and suggestions where appropriate.</p>	Application Form Interview

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

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

Equal Opportunities and Fairness		Ability to demonstrate a commitment to the principles of equal opportunities and fairness in service delivery and/or employment.		Interview
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Date Issued: March 2026

Issued by: Tenancy Services Manager