

HOUSING ADMINISTRATION 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 Form Interview
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 Form Interview
Creative Thinking	1	Ability to put forward innovative new ideas and approaches. Ability to use resources creatively		Examples: Application Form Interview
Customer Focus	2	Experience of good customer service and delivery. Ability to manage difficult and challenging clients and take ownership of the situation.		Examples Application form Interview

		Experience of effective communication with a range of stakeholders		
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 Form Interview
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 reactivity to a quick change situation.		Examples: Application Form Interview
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 Form Interview
Organisational Awareness & Commitment		N/A	N/A	N/A
Personal Impact	1	Ability to adapt style to meet the need of		Examples: Application Form

		<p>the situation or person involved.</p> <p>Effectively builds trust and rapport with customers, internal and external partners.</p> <p>Ability to work flexibly.</p>		Interview
Working Relationships	1	<p>Builds a solid foundation of mutual understanding, trust and empathy.</p> <p>Partnership working across all sectors.</p>		<p>Examples:</p> <p>Application Form</p> <p>Interview</p>
Equal Opportunities and Fairness	1	<p>Ability to demonstrate a commitment to the principles of equal opportunities and fairness in service delivery and/or employment.</p> <p>Commitment to customer care and an understanding of its relevance to this post.</p>		