

HOUSING OPTIONS ADVISOR – PERSONAL SPECIFICATION

ESSENTIAL	DESIRABLE	HOW ASSESSED
5 GCSEs including Maths and English at Grade C or above.		Application Form Copy of qualifications
Experience in Housing or related discipline sufficient to achieve the requirements of the post. 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
Demonstrate knowledge of provisions of the Homelessness Reduction Act 2017, Renters Reform Act 2025, Housing Act 1996 and associated codes of guidance.		Application Form / Interview
Recent use of safeguarding procedures		Application Form / Interview
Full Driving Licence.		Application Form / Interview
Positive attitude and approach. Self- motivated, organised, diplomatic, responsible, calm under pressure and patient. Will take ownership and responsibility for decisions.		Application Form / Interview
Excellent communication skills. Proactive, practical and logical thinker.		Application Form / Interview
Knowledge of service of eviction notices and possession proceedings.		Application Form / Interview
Transferable skills including IT		Application Form / Interview

Competency	Level	Essential	Desirable	How Assessed
Achieving Results	3	Experience of reviewing working practices. Ability to contribute towards service development		Examples: Application Form Interview
Communication	3	Ability to communicate to an appropriate level of detail and provision for their audience. Prepares and structures communications to aid understanding		Examples: Application Form Interview
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		Examples: Application Form Interview
Customer Focus	3	Experience of building and developing relationships with customers. Experience of driving standards for excellent customer service.		Examples Application form Interview
Decision Making and Problem Solving	4	Experience of identifying and initiating improvement to services for the benefit of customers.		Examples: Application Form Interview
Making Change Work	3	Ability to create a positive image of change.		Examples: Application Form Interview
Managing Resources, Projects & Processes	3	Ability to allocate tasks, to delegate effectively and to assign appropriate resources.		Examples: Application Form Interview

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		Examples: Application Form Interview
Working Relationships	2	Builds a solid foundation of mutual understanding and trust. Resolves conflict and does not avoid difficult issues.		Examples: 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.		Examples Application Form Interview

August 2026

Housing Solutions Supervisor