



Person Specification – HOUSING OFFICER (women’s scheme)

Assessment

Qualifications	E/D	1	2	3	Comments
Good basic education, including 5 GCSEs or equivalent	E				
Qualification in Housing	D				
Experience of					
housing management, including health and safety aspects, ideally within a supported housing environment	E				
engaging hard to reach groups – ideally including young adults	E				



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Knowledge	E/D	1	2	3	Comments
Working knowledge of data protection principles, and appropriate measures to safeguard data and maintain confidentiality	E				
Working knowledge of welfare benefits	E				
Understanding of the process for applying to the housing register, and bidding on properties, and/or of the lower cost housing options available locally.	D				
An understanding of safeguarding issues	D				



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Skills and Competencies	E/D	1	2	3	Comments
Good interpersonal skills/ ability to communicate effectively at all levels in both individual and group situations	E				
IT Skills including Microsoft applications (Outlook, Word, Excel)	E				
Ability to work on own initiative	E				
Problem solving skills	E				
Active listening skills	E				



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Skills and Competencies (cont.)	E/D	1	2	3	Comments
Ability to present written or verbal information in a clear and concise manner	E				
Proven ability to organise self and organise own time	E				
Ability to function effectively as part of a team	E				
Ability to earn and maintain the trust of clients and staff from other organisations	E				



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Skills and Competencies (cont.)	E/D	1	2	3	Comments
Ability to remain calm under pressure and to maintain control of challenging situations	E				
Able to perform all duties and tasks with reasonable adjustments in accordance with provisions of Equality Act 2010	E				
Driving licence and use of a vehicle	D				



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Behaviour and Approach	E/D	1	2	3	Comments
Demonstrates a ‘firm but fair’, supportive approach to residents.	E				
Self-motivated and resilient	E				
Genuinely driven with a desire to make a difference in people's lives	E				
Maintains appropriate professional boundaries	E				
Sets high standards for quality of work and service, and is committed to continual quality improvement	E				



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Behaviour and Approach	E/D	1	2	3	Comments
A strong commitment to inclusive working	E				
Willing to undertake any necessary training / professional development.	E				



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Key:	Overall Summary
<p>E = Essential – skills, qualities, experience considered essential for the role</p> <p>D = Desirable – skills, qualities considered desirable for the role</p> <p>Assessment:</p> <ol style="list-style-type: none"> 1. meets criteria well 2. meets criteria adequately 3. does not meet criteria <p>Successful/Unsuccessful/Reserve</p>	
<p>Completed by: (sign) Date</p>	