

**PERSON SPECIFICATION: Tenancy Enforcement Advisor**

**Technical requirements**

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| Qualities | **Essential** | Desirable |
| **Qualifications** | * A good standard of education.
* Housing related qualification to NVQ L3, or a willingness to study.
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| **Experience/****Knowledge** | * An awareness of Landlord and Tenant legislation and procedure relating to both general tenancy and other tenures.
* An awareness of occasions that require liaison with Social Services (eg child protection, domestic violence)
* Appropriate means of transport.
* An ability to undertake work outside of normal office hours to meet the needs of the business.
* A sound knowledge of Landlord and Tenant legislation and best practice, supported by practical experience.
* A knowledge of effective strategies available in the management of ASB, supported by practical experience.
 | * An awareness of Welfare Benefits, particularly Housing Benefits and USB
* A sound understanding of the rent recovery processes and pre-court action plans in relation to rent arrears.
* A sound knowledge of neighbourhood management strategies and techniques, supported by practical application.
* A good understanding of Housing Benefits.
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