

**PERSON SPECIFICATION: ASB/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. |  |
| **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. |