

**PERSON SPECIFICATION:**

**Senior Hub Coordinator**

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| **Qualities & Competencies** | **Essential** | **Desirable** |
| **Qualifications** | A good standard of education. Minimum of GCSE level Maths and English or equivalent | CioH Supported Housing |
| **Experience** | Awareness of the needs of an ageing client group  Experience of dealing effectively with people  Experience of assessment/record keeping  Previous experience in a front-line customer service position  Experience of adapting communication style to suit individual needs or when explaining technical information.  Experience in supervising a team. | Up to date knowledge of Housing Benefits.  Experience in dealing with bereavement and loss.  An understanding of both housing management and support services |
| **Knowledge, Skills & Abilities** | Understanding of the approaches of dealing with people with challenging social, mental and/or physical issues  A basic knowledge of benefits and tax credits available to older people  Computer literate and conversant with Microsoft Office applications (e.g. Outlook, Word, Excel, SharePoint and Teams), or a willingness to learn  Ability to identify own skill gaps and request training where required  Able to assess and make sound judgements relating to a person’s needs and support requirements  Able to use initiative to resolve problems  Able to make and develop sound partnerships and working relationships with a range of colleagues and customers.  Be able to set SMART goals.  Be able to respond effectively to customer’s needs.  A sound knowledge of tenant and landlord legislation.  A sound knowledge of the rent recovery process.  Able to write clear reports.  Ability to work within a busy pressured environment.  Positive approach to customer service (both internal and external) with a continuous improvement ethos.  Excellent customer service skills    Patience and the ability to stay calm in a crisis, and deal with challenging situations  Experience of working with external partners/agencies-NHS  A high level of diplomacy and tact when dealing with vulnerable adults  A high level of confidentiality  Experience of building effective professional working relationships  Ability to work effectively alone or as part of a team  Ability to meet targets, deadlines and to deliver positive outcomes  Willingness to positively promote service and contribute to an increase in customer numbers.  Responsibility for making decisions using good judgement  Ability to analyse problems and offer sound advice to customers requiring help and support  Ability to recognise when to refer customers for further help and support  Excellent effective communication skills-both oral and written  Ability to explain clearly to people who may have limited sensory capacity or understanding  Required to make decisions on value for money and performance standards.  Understanding legal requirements of the role including, but not restricted to, confidentiality and data handling.  Committed to continuing professional development.  Acceptable DBS and barred list disclosure and subscription to the on-line tracking service.  Current clean driving licence and use of your own vehicle.  Positive, can-do attitude |  |