

**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 groupExperience of dealing effectively with peopleExperience of assessment/record keeping Previous experience in a front-line customer service positionExperience 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 issuesA basic knowledge of benefits and tax credits available to older peopleComputer literate and conversant with Microsoft Office applications (e.g. Outlook, Word, Excel, SharePoint and Teams), or a willingness to learnAbility to identify own skill gaps and request training where requiredAble to assess and make sound judgements relating to a person’s needs and support requirementsAble to use initiative to resolve problemsAble 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 situationsExperience of working with external partners/agencies-NHS A high level of diplomacy and tact when dealing with vulnerable adultsA high level of confidentiality Experience of building effective professional working relationshipsAbility to work effectively alone or as part of a teamAbility to meet targets, deadlines and to deliver positive outcomesWillingness 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 supportAbility to recognise when to refer customers for further help and supportExcellent effective communication skills-both oral and writtenAbility to explain clearly to people who may have limited sensory capacity or understandingRequired 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 |  |