

**PERSON SPECIFICATION:**

**Community Housing Officer**

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| **Qualities & Competencies** | **Essential** | **Desirable** |
| **Qualifications** | A good standard of education. Minimum of GCSE level Maths and English or equivalent | Relevant Housing or Professional Qualification |
| **Experience** | 2 years’ relevant experience of Social Housing.  Experience of developing effective working relationships within a varied customer and partner group.  Experience of working to performance targets. | Knowledge of housing legislation.  Previous or current experience of working in a housing officer role. |
| **Knowledge, Skills & Abilities** | Excellent written and verbal communication skills with people at all levels.  Ability to work effectively with all tenant groups.  Effective problem solver, who can work on own initiative.  Able to manage own workload to meet targets and deadlines.  Numerate and literate and have attention to detail.  Flexible and able to work individually and as part of a customer focused team.  Able to deal in a professional manner with colleagues and people outside the organisation.  Able to create a working culture and practices that recognise, respect, value and harness diversity for the benefit of the organisation and all individuals.  Understanding of housing legislation applicable to social housing  Understanding of health and safety and compliance issues such as gas and electrical safety  Understanding of safeguarding and of partner agencies’ remits and thresholds. Persistence in pursuing referrals for tenants in need of expert support  Understanding of the Social Housing Regulator’s and Housing Ombudsman’s standards and expectations for social landlords  Able to write clear letters and reports.  Ability to work within a busy pressured environment, prioritising workload.  Understanding of data protection legislation and best practice, and ability to keep thorough and accurate records  Commitment to provide the best possible service to customers and tenants of the company.  Willing to work outside normal working hours when required e.g. attendance at resident meetings.  Current clean driving licence and use of your own vehicle.  A background check will be required for this role.  Self-motivated.  Positive, can-do attitude  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 relevant. Commitment to continuous professional development and improvement |  |