

**PERSON SPECIFICATION:**

**Income Assistant**

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| **Qualities & Competencies** | **Essential** | **Desirable** |
| **Qualifications** | GSCE or equivalent in English and Maths | Willing to work towards a qualification in housing |
| **Experience** | Relevant experience in an administrative role – preferably in social housing  Experience of using of I.T. particularly Microsoft suite of applications, including Word and Excel  Demonstrable skills and experience in influencing and negotiating and creating “win-win” situations  Experience of working within a busy, results orientated and constantly changing environment with the ability to work effectively under pressure, maintain high levels of accuracy and attention to detail and constantly re-organise priorities  Proven experience of managing complex cases and dealing with difficult, sensitive and challenging behaviour and situations.  Experience of building effective working relationships both internally and externally  Able to work with minimal supervision, taking responsibility and action in complex or unfamiliar situations to ensure objectives are achieved. | Experience of working in a social housing setting |
| **Knowledge, Skills & Abilities** | Demonstrates competence in the use of I.T. particularly Microsoft suite of applications, including Word and Excel  Demonstrable skills and experience in influencing and negotiating and creating “win-win” situations  Evidence of the ability to rapidly learn new tasks and quickly commit information to memory.  Demonstrate a rapid understanding of newly presented information  Proven ability in managing complex cases and dealing with difficult, sensitive and challenging behaviour and situations.  Ability to communicate information clearly and effectively with others using a range of techniques, adapting style to enhance impact and suit the needs of the recipient.  Supports, develops and consistently delivers excellent service to internal and external customers.  Encourages respectful positive and professional action taking into account the needs of individuals.  Able to work with minimal supervision, taking responsibility and action in complex or unfamiliar situations to ensure objectives are achieved. | Conversant with the Regulatory and legislative frameworks that are associated with social housing |