

**PERSON SPECIFICATION:**

**Income Advisor**

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| **Qualities & Competencies** | **Essential** | **Desirable** |
| **Qualifications** | A good standard of education. Minimum of GCSE level Maths and English or equivalent |  |
| **Experience** | Very numerate and literate and have precise attention to detail.  Able to demonstrate an understanding of rent recovery procedures.  Experience of developing effective working relationships within a varied customer and partner group. | Knowledge of housing rent principles in practice.  Experience of rent collection / benefit advice or other financial background.  Experience of working in Social Housing.  An understanding of Welfare Reform |
| **Knowledge, Skills & Abilities** | Good communication and interpersonal skills.  Be an effective problem solver, who can work on own initiative.  Able to plan and manage own workload to achieve deadlines.  Able to adapt to a changing environment in a positive manner.  To providing the best possible service to customers and the company.  Willing to work outside normal working hours if required.  A background check is required for this post.  Self-motivated, empathetic, and positive.  Computer literate and conversant with Microsoft Office applications (e.g. Outlook, Word, Excel, SharePoint and Teams), or a willingness to  Ability to identify own skill gaps and request training where required |  |