

# HILLHEAD HOUSING ASSOCIATION 2000

## HOUSING OFFICER GRADE 7 - PERSON SPECIFICATION

ATTRIBUTES	<b>ESSENTIAL</b> <small>THE MINIMUM ACCEPTABLE LEVELS FOR SAFE AND EFFECTIVE JOB PERFORMANCE</small>	<b>DESIRABLE</b> <small>THE APTITUDES OF THE IDEAL CANDIDATE</small>
<b>ATTAINMENTS</b> <b>1. EDUCATIONAL</b> <small>(E.G. MINIMUM REQUIREMENTS)</small>  <b>2. OCCUPATIONAL</b> <small>(E.G. EXPERIENCE)</small>	<p><i>EDUCATED TO HND LEVEL OR EQUIVALENT; OR DEMONSTRABLE EQUIVALENT EXPERIENCE</i></p> <p><i>EXPERIENCE OF WORKING IN A HOUSING MANAGEMENT ROLE WITHIN AN RSL</i></p> <p><i>UNDERSTANDING OF HOUSING LEGISLATION AND CURRENT HOUSING ISSUES</i></p> <p><i>ABILITY TO USE INTEGRATED HOUSING MANAGEMENT COMPUTER SYSTEMS AND GOOD KEYBOARD SKILLS</i></p> <p><i>WORKING KNOWLEDGE OF ALLOCATIONS, TENANCY MANAGEMENT, ARREARS CONTROL AND HOMELESSNESS</i></p> <p><i>COMMITMENT TO RESIDENT PARTICIPATION</i></p> <p><i>STRONG WORKING KNOWLEDGE OF UNIVERSAL CREDIT &amp; HOUSING BENEFIT</i></p> <p><i>AWARENESS &amp; UNDERSTANDING OF GDPR</i></p>	<p><i>QUALIFICATION IN HOUSING RELATED DISCIPLINE</i></p> <p><i>EXPERIENCE OF HOUSING OFFICER ROLE</i></p> <p><i>EXPERIENCE OF WORKING WITH TENANTS GROUPS</i></p> <p><i>EXPERIENCE OF WORKING WITH OMNILEDGER HOUSING MANAGEMENT SYSTEM.</i></p> <p><i>EXPERIENCE OF CONTRIBUTING TO POLICY &amp; PROCEDURE REVIEWS</i></p>
<b>PERSONAL QUALITIES</b> <small>(E.G. ACCEPTABILITY, MOTIVATION, JUDGEMENT, DISPOSITION)</small>	<p><i>ABILITY TO MANAGE AND PRIORITISE A DIVERSE WORKLOAD AND WORK ON OWN INITIATIVE.</i></p> <p><i>EXCELLENT WRITTEN &amp; VERBAL COMMUNICATION SKILLS</i></p> <p><i>POSSESS A FLEXIBLE APPROACH TO WORK</i></p> <p><i>ABILITY TO WORK AS PART OF A SMALL TEAM.</i></p>	<p><i>HIGHLY MOTIVATED AND KEEN TO LEARN</i></p>

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<p><b>SPECIAL APTITUDES</b> (E.G. ARITHMETICAL, MANUAL DEXTERITY, DRIVING LICENCE)</p>	<p><i>EXCELLENT CUSTOMER SERVICE SKILLS.</i></p> <p><i>DEALING WITH QUERIES AND COMPLAINTS PROFESSIONALLY AND EFFECTIVELY</i></p> <p><i>WELL DEVELOPED NUMERACY AND LITERACY SKILLS</i></p> <p><i>COMMITMENT TO EQUALITY, DIVERSITY &amp; INCLUSION</i></p> <p><i>EXPERIENCE OF MAIN MICROSOFT PRODUCTS; OUTLOOK, EXCEL, WORD</i></p>	
<p><b>CIRCUMSTANCES</b> (E.G. ABILITY TO MEET SPECIAL DEMANDS OF THE JOB SUCH AS EVENING WORK)</p>	<p><i>ABLE TO WORK OCCASIONALLY IN THE EVENING AND AT WEEKENDS</i></p> <p><i>HOLD FULL CURRENT DRIVING LICENSE AND HAVE ACCESS TO CAR FOR WORK PURPOSES</i></p>	