

PERSON SPECIFICATION

Housing Support Assistant

ATTRIBUTES	ESSENTIAL	DESIRABLE
Education/Qualifications	<p>Good general education to include a minimum of GCSE English and Mathematics at grade C or above or equivalent qualification e.g. NVQ level 2.</p> <p>Able to demonstrate a high level of literacy and numeracy.</p>	<p>Recognised housing or customer service qualification e.g. BTEC or Institute of Customer Services Award.</p>
Relevant Experience	<p>General office experience, including dealing with correspondence, telephone and personal enquiries, and inputting personal data.</p> <p>Experience of using administrative and monitoring systems.</p> <p>Experience of working as part of a team.</p> <p>Experience of working with customers face to face</p>	<p>Experience of working in a housing advice or assessment role with a local authority or Registered Social Landlord.</p> <p>Experience of working with vulnerable members of the public.</p> <p>Experience of partnership working with voluntary and statutory agencies.</p>
Knowledge/Skills	<p>Knowledge and understanding of current housing issues.</p> <p>Excellent customer care skills and the ability to empathise with customers.</p> <p>Good interpersonal skills with a professional approach. Attention to detail and accuracy in providing, receiving, recording and presenting information.</p> <p>The ability to write clear and concise reports/ letters etc. and produce statistical information to a high level of accuracy.</p> <p>Ability to work on own initiative under pressure, and organise and prioritise</p>	<p>Knowledge and understanding of all aspects of homelessness, homelessness prevention, housing advice/options, and housing allocations.</p> <p>Competent user of IT systems or the ability to learn.</p>

	<p>own workload.</p> <p>Excellent negotiation and advocacy skills.</p> <p>Understanding of equality and diversity and the ability to respond flexibly and sensitively to the needs of clients.</p> <p>IT and keyboard skills, competency in office-based computer technology including MS Windows, Word, Excel and Access.</p> <p>Good time management skills.</p>	
Personal Qualities	<p>Self motivated, flexible and enthusiastic.</p> <p>Calm methodical approach with a positive enthusiastic attitude towards customers, partner agencies and colleagues.</p> <p>Ability to work alone and under pressure whilst supporting team objectives.</p> <p>Commitment to equal opportunities and customer care.</p>	A keen interest in a wide range of housing matters.
Other	<p>Ability to undertake independent travel around the borough.</p> <p>Ability to work on occasion out of normal office hours e.g. to attend meetings etc).</p>	