



Person Specification

(The knowledge, skills, attributes, and experience needed for fully competent performance of the job.)

Job Title: Housing Solutions Officer

Knowledge and skills	<ul style="list-style-type: none"> a) Relevant qualification at NVQ4/degree or b) Extensive equivalent knowledge gained through experience c) A comprehensive understanding of welfare benefits, including Universal Credit d) Expert knowledge of homeless legislation, Code of Guidance and the prevention options available e) The ability to identify complex problems and find creative solutions f) The ability to understand and interpret legislation and relate to individual cases g) The ability to analyse situations and problems and extract information which is relevant to the decision making process h) An ability to communicate complex legislation to different audiences in an appropriate manner, in writing and orally. i) Proficiency in the use of housing allocations software, Word and Excel j) A current driving licence
Personal attributes	<ul style="list-style-type: none"> a) Works co-operatively within a team and with people from other teams and services b) Has a flexible approach to work in terms of being prepared to pick up work outside of own specialism or comfort zone to help in emergencies or provide backfill to others c) Works proactively and collaboratively in cross-service project teams when representing own specialism d) Uses transferable skills and develops new skills as necessary to provide a flexible resource to meet corporate priorities e) Ability to use own initiative to manage multiple competing demands and when dealing with a busy caseload, with many complex cases f) Displays understanding, empathy and discretion towards people facing personal difficulties

	<ul style="list-style-type: none"> g) Uses skill and judgement to manage difficult situations and people who are upset or angry h) Has an ability to re-prioritise own work when faced with urgent or unexpected situations i) Has an understanding of how to deliver unwelcome news with tact but firmness j) Displays the integrity to deal fairly with all customers
Experience	<ul style="list-style-type: none"> a) Experience of dealing with people in difficult circumstances b) Experience of working in a homelessness or housing related field c) Experience of managing competing demands in a busy working environment d) Experience of writing Part 7 decision letters e) Experience of working independently with minimal supervision
Equality & Diversity	<p>Considers and shows respect for the opinions, circumstances and feelings of colleagues and members of the public, no matter what their position, background, circumstances, status, appearance and whether they are one of the protected characteristics covered by the Equality Act 2010 (Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex or Sexual Orientation).</p>