

Person Specification

Job Title	Allocations Assistant
Grade	Scale 5
Service/Section	Allocations and Temporary Accommodation Service
Directorate	Housing and Safer Communities

Method of Assessment: AF= Application Form, T = Test, P = Presentation, I = Interview
Shortlisting Criteria: Essential criteria assessed via application form should be used to shortlist.

Criteria	Method of Assessment	Essential/ Desirable
Knowledge		
1. Good knowledge of allocations and homelessness legislation	AF/I	E
Skills and Abilities		
2. Ability to provide housing advice and information to customers contacting the service.	AF/I	D
3. Strong organisation skills and ability to manage a large and varied workload, and to provide effective administrative support to managers within the Access and Allocations service	AF/I	E
4. Able to communicate effectively, both verbally and in writing with a variety of people including customers, staff and other agencies	AF/I/T	E
5. Able to work under pressure and prioritise tasks, with minimal supervision	AF/I	E
6. Excellent IT skills, and ability to learn new packages as required. Ability to devise, implement, and maintain record and monitoring systems, including database and spread sheet systems	AF/I	E
Experience		

7. Experience of carrying out office administration within a housing service or similar customer focussed organisation	AF/I	E
Equal Opportunities		
Understanding of and commitment to the Council's equal opportunities policies and ability to put into practice in the context of this post.	AF/I	E
Managers/Supervisors only		
<p>(see management standards guidance for full descriptions)</p> <ul style="list-style-type: none"> • Leadership levels I, II or III • Communication levels I, II or III • Performance Management levels I, II or III 		