

Person Specification

Job Title	Senior Temporary Accommodation Officer
Grade	PO3
Service/Section	Allocations and Temporary Accommodation
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		
Comprehensive Knowledge of Homelessness and Temporary Accommodation legislation	AF/I/T	E
Skills and Abilities		
Ability to effectively evaluate information, analyse problems and to identify and implement effective solutions.	AF/I/T	
Ability to effectively manage and monitor a front line service, ensuring that a comprehensive service is provided.	AF/I	
Ability to multi task, prioritise and manage a complex and varied workload.	AF/I	
Ability to establish individual and team performance targets ensuring that the highest standards are met.	AF/I	
Ability to represent the service of multi-agency arrangements to manage risk, professional meetings and casework panels and to ensure staff are aware of responsibilities to manage risk and to share information appropriately.	AF/I	
Ability to develop, acquire and retain a thorough and up to date knowledge of legislation, policies and best practice in relation to tenancy and support.	AF/I	
Demonstrate excellent communication skills and have good written and oral skills.	AF/I/T	
Ability to manage, motivate and develop staff to improve performance, minimise sickness absence and to achieve performance standards	AF/I	

Demonstrate an ability to achieve high standards of customer service through working jointly and in partnership with other departments, sections and external agencies	AF/I	D
Experience		
Extensive experience of providing front line services to the public	AF/I	E
Significant experience of delivering housing service in homelessness related.	AF/I	D
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		
• Leadership levels I • Communication levels I • Performance Management levels I		