

Person Specification

Job Title	Housing Support Trainee
Grade	5
Service/Section	Housing Inclusion 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
Education		
1. Candidates to be educated to GCSE Level A-E	AF	E
2. Willing to work towards any relevant qualification as and when available.	AF	E
Knowledge, Skills and Abilities		
1. Ability to provide initial housing advice and information to customers contacting the service	AF/I/T	D
2. Strong organisation skills and ability to manage a large and varied workload, and to provide effective support to Housing inclusion officers within the service	AF/I/T	D
3. Proven ability to communicate effectively, both verbally and in writing with a variety of people including customers, staff and other agencies	AF/I/T	E
4. Ability to devise, implement, and maintain record and monitoring systems, including database and spread sheet systems	AF/I	D
5. Able to work under pressure and priorities tasks, with minimal supervision	AF/I	E
6. Excellent IT skills, and ability to learn new packages as required	AF/I	E

Experience		
<p>7. Experience of carrying out office administration within a housing service or similar customer focused organization.</p> <p>8. Experience in negotiation and maintaining relationships with landlords, estate agents and partner agencies</p> <p>9. Experience in working in a very busy and demanding environment and working towards service standards and targets on a regular basis</p>	<p>AF/I/T</p> <p>AF/I</p> <p>AF/I</p>	<p>D</p> <p>D</p> <p>D</p>
Equal Opportunities		
<p>10. An excellent understanding of equality and diversity and issues surrounding disadvantage and discrimination and a commitment to provide fair and accessible service to all sections in the community</p>	<p>AF/I</p>	<p>E</p>