

Person Specification

Job Title	Access and Support Officer
Grade	Scale 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
Knowledge, Skills and Abilities		
1. Ability to provide initial housing advice and information to customers contacting the service	AF/I/T	E
2. Strong organisation skills and ability to manage a large and varied workload, and to provide effective administrative support to managers within the service	AF/I/T	D
3. Able 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 prioritise tasks, with minimal supervision	AF/I	E
6. Excellent IT skills, and ability to learn new packages as required	AF/I	E
Experience		
7. Experience of carrying out office administration within a housing service or similar customer focussed organisation	AF/I/T	E
Equal Opportunities		
8. 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	AF/I	E

