

## Person Specification

<b>Job Title</b>	Lettings Officer
<b>Grade</b>	Scale 6
<b>Service/Section</b>	Allocations and Temporary Accommodation
<b>Directorate</b>	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
<b>Knowledge</b>		
1. A comprehensive knowledge and understanding of housing allocations and homelessness legislation and best practise	AF/I	E
<b>Skills and Abilities</b>		
1. Excellent written and oral communication skills and an ability to write letters, communicate with Councillors and senior officers of the council.	AF/I/T	E
2. Excellent organisational skills and the ability to work collaboratively with colleagues.	AF/I	E
3. Able to work under pressure and manage own time and that of others with minimal supervision.	AF/I	D
4. Excellent case management skills and the ability to make full use of a range of IT systems.	AF/I	D
5. A strong understanding and commitment to provide excellent customer care, and the ability to respond appropriately to customers including people who are distressed and/or with challenging behaviour.	AF/I	E
6. Able to contribute to the development and improvement of the service to people who are in housing need.	AF/I	D
<b>Experience</b>		

7. Experience in delivering a housing service in an allocations or homeless environment.	AF/I	E
<b>Equal Opportunities</b>		
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
<b>Managers/Supervisors only</b>		
<p>(see <a href="#">management standards</a> guidance for full descriptions)</p> <ul style="list-style-type: none"> <li>• Leadership levels I, II or III</li> <li>• Communication levels I, II or III</li> <li>• Performance Management levels I, II or III</li> </ul>		