

Person Specification

Job Title	Lettings Officer
Grade	Scale 6
Service/Section	Allocations and Temporary Accommodation
Directorate	Housing and Safer communities

Shortlisting Criteria: Essential criteria assessed via application form should be used to shortlist.

Criteria	Essential/ Desirable
Knowledge	
<ol style="list-style-type: none"> 1. A comprehensive knowledge and understanding of housing allocations and homelessness legislation and best practise. 	E
Skills and Abilities	
<ol style="list-style-type: none"> 1. Excellent written and oral communication skills and an ability to write letters, communicate with Councillors and senior officers of the council. 2. Excellent organisational skills and the ability to work collaboratively with colleagues. 3. Able to work under pressure and manage own time and that of others with minimal supervision. 4. Excellent case management skills and the ability to make full use of a range of IT systems. 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. 6. Able to contribute to the development and improvement of the service to people who are in housing need. 	<p>E</p> <p>E</p> <p>D</p> <p>D</p> <p>E</p> <p>D</p>

Experience	
Experience in delivering a housing service in an allocations or homeless environment.	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.	E
Understanding of and commitment to achieving the Council's staff values and ability to put into practice in the context of this post.	E