

Person Specification

Job Title	Temporary Accommodation Placement Officer
Grade	Scale SO1
Service/Section	Allocations and Temporary Accommodation Service
Directorate	Housing and Safer Communities

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

Criteria	Essential/ Desirable
Knowledge	
1. Excellent IT skills, and ability to learn new packages as required.	E
Skills and Abilities	
2. Ability to provide initial advice and information to landlords and agents and to respond to routine requests for information, including those from customers and officers.	D
3. Strong organisation skills and ability to manage a large and varied workload, and to provide effective administrative support to managers within the service.	E
4. Able to communicate effectively, face to face, verbally and in writing with a variety of people including customers, staff and other agencies.	D
5. Ability to devise, implement, and maintain record and monitoring systems, including database and spread sheet systems.	E
6. Able to work under pressure and prioritise tasks, with minimal supervision.	E
Experience	
7. Experience of carrying out office administration within a housing service or similar customer focused organization	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