

Person Specification

Job Title	Customer Access Officer
Grade	SO1
Service/Section	Housing Inclusion Service
Directorate	Housing and Safer Communities

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

Criteria	Essential/ Desirable
Knowledge	
1. Knowledge and understanding of housing and homelessness legislation and of the local authority role in preventing homelessness	E
2. Good knowledge of eviction proceedings. The legal and court process, and an ability to advise customers, landlords and others about rights and responsibilities.	D
Skills and Abilities	
3. Clear understanding and commitment to excellent customer care, and ability to respond to all customers in a sensitive, courteous and helpful manner	E
4. Ability to manage difficult conversations and to respond appropriately to customers with varying needs, and those with challenging behavior.	D
5. Strong written and oral communication skills and an ability to write letters and emails and to convey complex information in plain language	E
6. Good record keeping skills, ability to make full use of IT systems, and meet service objectives and performance targets.	D
Experience	
7. Experience in delivering front line public services including homelessness and/or housing related support services	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