

## Person Specification

<b>Job Title</b>	Service Improvement Officer
<b>Grade</b>	SO2
<b>Service/Section</b>	Policy, Performance and Service Improvement
<b>Directorate</b>	Housing and Safer Communities

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

<b>Criteria</b>	<b>Essential/ Desirable</b>
<b>Knowledge</b>	
- Knowledge of the housing functions of a local authority	E
- Knowledge of complaints and casework, including the role of the Regulator of Social Housing, the Housing Ombudsman and the Information Commissioner	D
<b>Skills and Abilities</b>	
- Excellent customer service skills, including a commitment to responding to our residents' different needs	E
- Good written and verbal communication skills, including an ability to write in clear, non technical language for residents	E
- Strong organisational skills, including maintaining accurate records and managing a varied workload	E
- Ability and willingness to learn to use new software and processes to improve customer service	E
<b>Experience</b>	
- Experience of working in a public-facing customer service role in a large organisation	E
- Experience of using Dynamics or a similar software tool for casework management and coordination	D
- Experience of working in a local authority or social landlord team	D
- Experience of responding to requests from a Regulator or Ombudsman	D
<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.	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