

## Person Specification

<b>Job Title</b>	Customer Access Officer
<b>Grade</b>	SO1
<b>Service/Section</b>	Housing Inclusion Service
<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. Knowledge and understanding of housing and homelessness legislation and of the local authority role in preventing homelessness	AF/I/T	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.	AF/I/T	D
<b>Skills and Abilities</b>		
3. Clear understanding and commitment to excellent customer care, and ability to respond to all customers in a sensitive, courteous and helpful manner	AF/I/T	E
4. Ability to manage difficult conversations and to respond appropriately to customers with varying needs, and those with challenging behaviour	AF/I	D
5. Strong written and oral communication skills and an ability to write letters and emails and to convey complex information in plain language	AF/I/T	E
6. Good record keeping skills, ability to make full use of IT systems, and meet service objectives and performance targets.	AF/I	D
<b>Experience</b>		
7. Experience in delivering front line public services including homelessness and/or housing related support services	AF/I/	E

<b>Equal Opportunities</b>		
8. An excellent understanding of equality and diversity and issues surrounding disadvantage and discrimination and a commitment to provide fair and accessible service to all sections in the community	AF/I	E