

Person Specification

Job Title	Tenancy Support Officer
Grade	Scale 6
Service/Section	Tenancy Services
Directorate	Housing and Safer Communities

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

Criteria	Essential/ Desirable
Knowledge	
Knowledge of relevant housing and tenancy issues (e.g. tenancy conditions, anti-social behavior) to provide a high-quality admin support service, and accurate information and advice to the public.	E
Skills and Abilities	
Proven ability to produce accurate written documents (including letters, phone messages, forms, summary reports, minute taking), to scrutinise records to assist with investigations, and to maintain accurate records.	D
Proven ability to be self-sufficient, to work flexibly and, to prioritise and anticipate the demands of different work requirements within a team.	E
Proven ability to follow procedures and to work accurately at speed, across a range of tasks and to learn new tasks and IT packages quickly.	D
Experience	
Significant experience in providing administrative services to busy teams within pressurised environments.	E
Experience of staffing public phone lines and dealing with queries from the public.	E
Experience of providing excellent customer care and a determination to provide the best quality service to residents living in the borough, demonstrating a positive and professional attitude at all times	D
Experience of using a range of IT packages for administrative support and record keeping (e.g. excel, word, databases, electronic filing systems), including experience of handling sensitive data.	D
Willingness to carry out site visits during office hours (for garage inspections and lettings etc).	D

Equal Opportunities	
<p>Understanding of and commitment to the Council's equal opportunities policies and ability to put into practice in the context of this post.</p>	<p>E</p>
<p>Understanding of and commitment to achieving the Council's staff values and ability to put into practice in the context of this post.</p>	<p>E</p>