

## Person Specification



<b>Job Title</b>	Senior Home Improvement Officer
<b>Grade</b>	
<b>Service/Section</b>	Disability & Home Improvement Team
<b>Directorate</b>	Housing & 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>		
Comprehensive ability to accurately calculate grant entitlement, repayments and interest and to produce and analysis statistics.	AF/I	E
Comprehensive working knowledge of home renovation, disabled grants legislation and disrepair issues in private sector housing.	AF/I	E
<b>Skills and Abilities</b>		
<p>Ability to:</p> <ul style="list-style-type: none"> <li>manage teams, and provide support to team members</li> <li>manage a budget, authorise payments, to produce regular reports and to highlight areas of concern.</li> <li>manage the performance of a team and to produce reports with recommendations for service improvements.</li> </ul>	I	E
Ability to liaise with a wide range of people from internal and external organisations to ensure the best value and quality for RBG	AF/I	E
Ability to communicate complex issues effectively with clients and colleagues, both verbally and in writing and to write concise, professional letters and reports.	I	D

Commitment to the delivery of high quality services to vulnerable people with a high level of sensitivity in dealing with the public and commitment to customer care.	AF/I	D
An understanding of the housing problems faced by people with disabilities.	AF/I	D
Ability to input and interrogate computerised systems.		
Ability to work under pressure whilst demonstrating strong personal initiative. Prioritisation of workloads and adherence to deadlines.	I	D
<b>Experience</b>		
Comprehensive experience of: <ul style="list-style-type: none"> <li>Housing Grants &amp; Construction Regeneration Act 1996 in regards to Disabled Facilities Grants and the Regulatory Reform Order 2002</li> <li>Substantial experience of working in a grants administrative work with extensive experience of dealing with finances, and experience of accurately managing a diverse and complex caseload.</li> </ul> Significant experience of giving advice to vulnerable service user's specific to home grants, loans, disability grants, and advice about financial matters.	AF/I	E
	I	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.	AF/I	E
<b>Managers/Supervisors only</b>		
(see <a href="#">management standards</a> guidance for full descriptions) <ul style="list-style-type: none"> <li>Leadership levels I, II or III</li> <li>Communication levels I, II or III</li> <li>Performance Management levels I, II or III</li> </ul>		