

Person Specification

Job Title	Senior Viewings Officer
Grade	SO2
Service/Section	Customer Experience Team
Directorate	Housing and Safer Communities

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

Criteria	Essential/ Desirable
Knowledge	
Building surveyor qualification or extensive experiencing	E
Full Driving License	E
Skills and Abilities	
Understanding or willing to learn end to end voids process	D
Good written, verbal and face to face skills	E
Able to provide and maintain complex performance data	E
Understand the provisions of health and safety regulations and legislation, Data Protection/GDPR in line with Council's staff values showing commitment to improving residents lives and opportunities.	E
Experience	
Experience in complaints handling	D
Experience of service design and implementing initiatives	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