

## **Person Specification**

### **Housing Officer EVH Grade 7**

<b>Skills\Knowledge\Experience</b>	<b>Essential</b>	<b>Desirable</b>
Lettings and Void Management Experience	*	
Strong organisational and administrative skills	*	
Rent Accounting and Arrears Control including an understanding of Universal Credit and Housing Benefit	*	
Experience of resolving Estate Management & Anti-Social Behaviour issues.	*	
Computer literate and ability to use Microsoft Office products.	*	
Experience of HomeMaster housing software		*
Strong commitment to customer service	*	
Knowledge of current legislation & housing issues affecting Scottish RSL's including the requirements of the Scottish Social Housing Charter	*	
Previous experience of working for a RSL or Local Authority Housing Service	*	
<b>Education / Training</b>	<b>Essential</b>	<b>Desirable</b>
Educated to Secondary School Level with qualifications	*	
Qualified to Diploma\Degree Level		*
Diploma in Housing Studies (or studying towards)		*
<b>Personal Qualities</b>	<b>Essential</b>	<b>Desirable</b>
Highly developed communication skills which demonstrate the ability to communicate clearly, verbally and in writing	*	
Ability to work on own initiative	*	
Ability to effectively manage a considerable workload and to work to imposed deadlines	*	
Accuracy and attention to detail particularly when working to tight deadlines.	*	
Ability to undertake home / site visits and carry out interviews	*	
Flexible, self-aware, open minded and inclusive	*	
Commitment to continuous improvement and quality in all aspects of work	*	
Ability to assist in the development and review of policies, practices, and internal planning documents		*
Able to demonstrate an understanding and commitment to Equalities and the willingness to work in accordance with existing Policies and Codes of Practice	*	
Current driving licence and access to a car	*	
Ability to work non-standard hours where required including at short notice	*	
Ability to think 'creatively' to solve difficult problems		*