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### PERSON SPECIFICATION – Tenancy Sustainment Officer

|  | **ESSENTIAL** | **DESIRABLE** | **ASSESSMENT METHOD**  I = Interview  T = Test/Assessment  QC = Qualification Certificate  AF = Application Form |
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| EDUCATION | Good level of general education. | A degree focused on applying legislation such as Housing / Law or Social Work | AF/QC |
| WORK EXPERIENCE | Experience of interviewing vulnerable persons in a high pressured environment.  Experience of problem solving and decision making.  Experience in working within a team in order to achieve joint outcomes. | Experience of providing housing advice to the public  Knowledge of local referral pathways and support services. | AF/I |

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| WORK EXPERIENCE (Continued) | Experience of working with other statutory, voluntary and private sector agencies.  Experience of managing a caseload of clients.  Working knowledge of the needs and support requirements of people with complex needs. |  | AF/I |
| COMMUNICATION | The ability to converse at ease with members of the public and provide advice in accurate spoken English.  Excellent communication skills and the ability to adapt your style to communicate with a wide variety of audiences. |  | AF/I |

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| (Continued) … | **ESSENTIAL** | **DESIRABLE** | **ASSESSMENT METHOD**  I = Interview  T = Test/Assessment  QC = Qualification Certificate  AF = Application Form |
| SPECIFIC SKILLS | Detailed knowledge of Housing and Homelessness Legislation.  Working knowledge of welfare benefits.  Strong organisational skills in order to balance conflicting priorities and achieve the best possible outcomes.  Negotiation and advocacy skills to achieve appropriate outcomes involving applicants, landlords and other agencies.  Ability to interpret and use legislation, policies and procedures in order to achieve desired outcomes. | General knowledge of housing sector and housing management  Ability to analyse and interpret written and numerical information.  Mediation and conciliation skills in resolving issues between applicants, landlords and other agencies. | AF/I |
| (Continued) … | **ESSENTIAL** | **DESIRABLE** | **ASSESSMENT METHOD**  I = Interview  T = Test/Assessment  QC = Qualification Certificate  AF = Application Form |
| SPECIFIC SKILLS (Continued) | Demonstrate an adaptable and flexible approach to problem solving in order to break down barriers and tailor solutions to meet service requirements.  Ability to demonstrate a proactive approach to workload and initiative to take on new challenges and obtain successful outcomes.  Computer literacy and keyboard skills  Ability to produce clear and concise reports |  | AF/I |

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| (Continued) … | **ESSENTIAL** | **DESIRABLE** | **ASSESSMENT METHOD**  I = Interview  T = Test/Assessment  QC = Qualification Certificate  AF = Application Form |
| PERSONAL **QUALITIES** | A passion for homeless prevention and commitment to reducing homelessness within Stafford.  A desire to make a positive contribution to improving the quality of life of people who have a range of needs.  Resilience when working with vulnerable applicants and external agencies.  A respectful and non-judgmental approach to applicants and partners.  The ability to maintain a calm, professional manner in difficult situations.  Reliable and accountable for own actions and decision making. |  | I |

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| (Continued) … | **ESSENTIAL** | **DESIRABLE** | **ASSESSMENT METHOD**  I = Interview  T = Test/Assessment  QC = Qualification Certificate  AF = Application Form |
| PERSONAL **QUALITIES**  **(Continued)** | Commitment to the promotion of positive health and wellbeing. |  | I |
| OTHER CRITERIA | Full, valid UK driving licence and access to a vehicle.  Appropriate Business Use vehicle insurance.  Willing to work outside normal office hours as necessary |  | AF/I |