

Person Specification

Housing Officer	Essential	Desirable
Education & Qualifications		
Educated to degree level in a relevant discipline or a related professional qualification in housing (CIH Level 5 or above)		✓
Experience & Knowledge		
Minimum 12 months housing management experience with a social landlord	✓	
Experience working in a housing role or similar, actively working for customers who may have complex needs	✓	
Previous experience using Capita's Open Housing Software System		✓
A track record of achieving performance targets and providing a consistently high quality of service	✓	
Proven ICT skills in a range of Microsoft packages and knowledge of promoting digital inclusion	✓	
Working knowledge of housing landlord and tenant legislation.	✓	
Working knowledge of the welfare benefit system and in particular knowledge of housing benefit / completion of claims	✓	
Working knowledge of rent arrears prevention and recovery processes / legislation	✓	
Working knowledge of allocations and void practices / legislation	✓	
Experience of dealing with nuisance and anti-social behaviour and developing strategies to alleviate the incidences	✓	
Experience of policy and procedural development in the delivery of the housing management function		✓
Experience of involving tenants and working with resident groups		✓

Skills & Abilities		
Excellent communication, active listening and interpersonal skills	✓	
Excellent professionalism, discretion and confidentiality	✓	
Excellent skills at planning and prioritising workload	✓	
Ability to innovate and embrace opportunities for change	✓	
Ability to plan and prioritise work to meet personal targets and organisational goals	✓	
Ability to handle a diverse workload and the pressures of conflicting priorities and demonstrate good time management to meet challenging deadlines	✓	
Good problem solving skills	✓	
Flexible approach to work and a real team player	✓	
Other Requirements		
Passionate and enthusiastic about customer service	✓	
Takes personal responsibility for decisions and actions	✓	
Honest, professional, with integrity	✓	
Take responsibility for self-development and continuous improvement	✓	
Flexibility in working arrangements (willing to work outside normal working hours when required)	✓	
A commitment to the ethos, values and objectives of Shettleston Housing Association	✓	