Knowsley Council

Person specification			
Post title	Housing Solutions Officer	**Grade**	H (SCP 23 – 25)
Service Area	Regeneration and Economic Development	**Section/team**	Housing Solutions Service

Shortlisting Number	Criteria	Essential\Desirable	Method of assessment
Skills, knowledge, experience			
S1	A minimum of two years relevant experience working in housing or homelessness services or a related area.	Essential	A I
S2	Experience of working with and motivating homeless or vulnerable households with a history of domestic violence, mental health, budget management issues or substance misuse.	Essential	A I
S3	Detailed knowledge and understanding of homelessness legislation, housing allocations and an understanding of the Prevention Agenda and Welfare Reform and experience of investigation techniques	Essential	A I
S4	Experience of dealing with customers face to face and by telephone including the ability to manage a busy and mixed caseload of customers including those that need additional support or have complex needs.	Essential	A I
S5	Effective interviewing and communication skills including the ability to cope with stressful environments, and apply conflict resolution skills. Able to demonstrate empathy and diplomacy in dealing with difficult situations.	Essential	A I
S6	. Computer literate, competent in working with Microsoft word, outlook, windows etc	Essential	A I
Personal attributes and circumstances			
P1	Integrity - ability to be open and honest, to maintain high standards of personal	Essential	A I

January 2021

	behaviour and display strong moral principles		
P2	Accountability - willingness to take personal responsibility for your actions and decisions, and to understand the consequences of your behaviour	Essential	A I
P3	A demonstrable willingness to share information and work with other people.	Essential	A I
P4	Respect - a strong desire to treat people with care and dignity, observing the rights of other people, and helping and supporting others where you can	Essential	A I
P5	Creative and dynamic approach with the ability to "think outside of the box" when providing solutions, while understanding the needs of various vulnerable groups.	Essential	A I
P6	Emotional resilience including the ability to cope with stressful environments and apply conflict resolution skills.	Essential	A I
P7	Ability to work with minimum supervision	Essential	A I
P8	Energetic, dynamic and self-motivated	Essential	A I
P9	Driving licence and access to a vehicle for visits	Essential	A I
P10	To work flexibly and outside of normal office hours when required including on an out of hours duty Rota.	Essential	A I
Communication			
C1	Excellent interpersonal/ communication skills including negotiation and mediation skills	Essential	A I
C2	Able to demonstrate empathy and diplomacy in dealing with difficult situations	Essential	A I
Qualifications			
Q1	BTEC National Cert. In Housing Studies or equivalent - Essential	Essential	A C
Q2	Professional qualification of Institute of Housing - Desirable	Desirable	A C

January 2021

Health and safety			
H1	Ability to use equipment as instructed and trained	Essential	A I
H2	Ability to inform management of any health and safety issues which could place individuals in danger	Essential	A I

A = Application form   **C** = Certificate   **E** = Exercise   **I** = Interview   **P** = Presentation   **AC** = Assessment Centre   **T** = Test

Date	Approved by authorised manager	Designation
8/2/2021	Alan Broadbent	Group Manager of Housing

Where the post involves working with children, in addition to a candidate's ability to perform the duties of the post, the interview will also explore issues relating to safeguarding and promoting the welfare of children, including:
- **Motivation to work with children and young people**
- **Ability to form and maintain appropriate relationships and personal boundaries with children and young people**
- **Emotional resilience in working with challenging behaviours**
- **Attitudes to use of authority and maintaining discipline**

We have a positive attitude to the employment of disabled people and guarantee an interview to those who meet **all** the necessary criteria of the person specification.

January 2021