



Person Specification			
Post title	Housing Solutions Support Officer x2	Grade	F (SCP 12 – 17) / £27,711 - £30,060

* * * This post is exempt from the provisions of the Rehabilitation of Offenders Act – applicants must disclose all criminal convictions including those which are ‘spent’, in addition to any cautions and bindover orders received in the last 12 months * * * **DELETE IF NOT APPLICABLE** * * *

To be successful in this role you will need to demonstrate how you meet the criteria below at application & interview stage.

Shortlisting Number	Criteria	Method of assessment
Skills, knowledge, experience		
S1	A minimum of one years relevant experience working in housing or homelessness services, or domestic abuse, criminal justice, debt advice, support work or a related area.	CV/SS, I
S2	Experience of working with and supporting people with a history of homelessness, domestic abuse, mental health, budget management issues or substance misuse or related area.	CV/SS, I
S3	Experience of dealing with and supporting 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.	CV/SS, I
S4	An understanding off issues around homelessness and housing.	CV/SS, I
S5	Effective listening, interviewing and communication skills.	CV/SS, I
S6	Experience of working in a team environment.	CV/SS, I
S7	Computer literate, competent in working with Microsoft word, outlook , windows etc	CV/SS, I
Personal attributes and circumstances		
P1	You must adhere to the “Knowsley Better Together” staff qualities, Integrity, Accountability,	I

May 2025





	Communication and Respect	
P2	Ability to maintain discretion and confidentiality and to develop a trusting relationship with customers.	CV/SS, I
P3	Ability to develop relationships with partner agencies	CV/SS, I
P4	Ability to deliver support and advice to customers.	CV/SS, I
P5	Emotional resilience including the ability to cope with stressful environments and apply conflict resolution skills.	CV/SS, I
P6	Able to demonstrate empathy and diplomacy in dealing with difficult situations.	CV/SS, I
P7	Ability to work with minimum supervision	CV/SS, I
P8	To flexibly and outside of normal office hours when required.	CV/SS, I
Communication		
C1	Excellent interpersonal/ communication skills including negotiation and mediation skills	CV/SS, I
C2	Able to demonstrate empathy and diplomacy in dealing with difficult situations	CV/SS, I
Qualifications		
Q1	2 A Level or Equivalent	CV/SS, C
Q2	Driving licence and access to a vehicle essential	CV/SS C

CV/SS = Curriculum Vitae/Supporting Statement **A** = Application Form **C** = Certificate **E** = Exercise **I** = Interview
P = Presentation **AC** = Assessment Centre **T** = Test

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

May 2025





Knowsley Council

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.

May 2025

