Knowsley Council

Person Specification			
Post title	Choice Based Lettings Advisor	**Grade**	F / £29,542 to £32,046

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	Experience of working within a customer service environment including face to face as well as telephone and virtually.	I, CV/SS
S2	Experience of developing and maintaining relationships internally and externally, working with partners to deliver shared goals and outcomes.	I, CV/SS
S3	Excellent organisational, time and prioritisation management skills. With the ability to plan and manage their own workloads taking account of conflicting priorities to achieve objectives on time to the agreed standard and the ability to follow procedures.	I, CV/SS
S4	Excellent ICT skills with the ability to learn to use bespoke software (e.g. systems for the recording of allocations). The ability to fully utilise standard Microsoft software packages (including SharePoint, Excel, PowerPoint and Outlook).	I, CV/SS
S5	Experience of dealing with the public in an empathetic sensitive and confidential manner ensuring the highest levels of customer care.	I, CV/SS
Personal attributes and circumstances		
P1	You must adhere to and demonstrate your understanding of the “Knowsley Behaviours” Proactive, Accountable, Collaborative and Empowering.	I
P2	Reliable, hardworking with a positive attitude to change, continuous improvement and delivering results.	I
Communication		
C1	The ability to speak fluent English	I
C2	A demonstrable willingness to share information and work with other people, including the ability	I, CV/SS

disability confident EMPLOYER

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	to listen, communicate with and understand others, taking account of other people's points of view.	
Qualifications		
Q1	Two GCSE's in English and Maths (Level 4 or above)	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**

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.

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