

PERSON SPECIFICATION

Post of: Temporary Accommodation Support Officer

All the criteria below, both essential and desirable, will be assessed via your application form; further methods will be used to support this in the interview/selection stage should your application progress. Please refer to this document and the job description when completing your application, giving examples. A re-wording of the criteria listed will not guarantee an interview.

Method of Assessment: S - Scenario, I - Interview, P - Portfolio, T - Test, D – Documents

Qualifications and training

Method of Assessment - D, I

Essential:

- Grade 4-6 (including Math's and English) or equivalent.
- Experience of providing support.
- Possession of a full driving license.

Desirable: A relevant professional qualification in advice and guidance and / or administration; housing or similar vocational training.

Experience and knowledge

Method of Assessment – D,I

Essential:

- Experience of working in a customer focused environment.
- Experience in taking a hands-on approach to problem-solving.
- Able to input and analyse data effectively to monitor performance, identify trends and ensure timely corrective action is taken.
- Verbal communication skills both face-to-face and telephone.
- Ability to work methodically to keep accurate records and produce relevant statistical information as required.
- Experience of target setting and performance measurement in their area.

Desirable: Understanding Housing Legislation and Health and Safety requirements.

Specialist skills and abilities

Method of Assessment – D,I,S

Essential:

- Experience of working with and signposting to, other agencies, both statutory and voluntary in Shropshire.
- Understanding of Tenancy law.
- Proven record of setting challenging but achievable targets and prioritising workloads for themselves



Desirable: Knowledge of Homelessness legislation.

Personal skills and attributes

Method of Assessment – D,I,S

Essential:

- Able to work effectively on your own or as a member of a team.
- Written communication skills with the ability to write reports, letters, and procedures.
- Ability to use a variety of computerised packages including Word, Excel and Access.
- Ability to learn in-house systems

Desirable: Local knowledge of the Shropshire area.

Special working conditions

Method of Assessment – I

Essential:

- This post may require attendance at meetings and events outside normal working hours, therefore a flexible working pattern within the hours for the post will be necessary.
- Will often be working in a lone worker capacity.
- Required to hold a valid driver's license and always have access to a vehicle. Alternative arrangements will be discussed with disabled applicants.
- The ability to work from home on a regular basis, with the requirement to attend your primary work base as and when required.
- During a Pandemic, Epidemic or Major Incident or Emergency you may be asked to work from home or other location and on occasion to undertake duties that are not stated in your Job Description or Person Specification where there is a skill, competency, and experience match

