

Knowes Housing Association

Person Specification for Housing Officer

	Essential	Desirable
<i>Skills & Abilities</i>	<ul style="list-style-type: none"> • Literate and numerate • Good level of IT skills • Able to work to deadlines • Good organisational skills • Able to work with minimum supervision • Flexibility • Be able to work on own or as part of a team • Excellent communication skills both written and verbal • Ability to prepare reports within strict timescales • Proven skills in working with a housing IT system • Confidence in communicating with tenants and other members of the public • Able to demonstrate initiative and flexibility in managing workload 	<ul style="list-style-type: none"> • Educated to Degree or equivalent level in a housing professional qualification
<i>Experience</i>	<ul style="list-style-type: none"> • Minimum 3 years' experience of working in a social housing environment • Relevant experience in managing arrears, estate management, anti-social behaviour issues and some allocations within a social housing environment • Relevant experience of dealing with Universal Credit and other welfare benefits. 	<ul style="list-style-type: none"> • Experience of working with customers and external agencies • Experience of using housing management IT systems

<i>Knowledge</i>	<ul style="list-style-type: none"> • Social Housing Regulations • Scottish Housing law and legal framework around the management of social housing • Welfare reform • Working knowledge of Microsoft word and excel computer packages 	<ul style="list-style-type: none"> • Knowledge of computerised housing management systems • Educated to Degree or have an equivalent Housing qualification
<i>Values/Attitudes</i>	<ul style="list-style-type: none"> • Customer focused • Professional approach, displaying honesty and integrity • Respect for customers and colleagues 	<ul style="list-style-type: none"> • to continuous improve in your skills and knowledge of job
<i>Other requirements</i>	<ul style="list-style-type: none"> • Able to demonstrate a good knowledge of housing policy at local and national levels • Full driving licence and use of own car 	<ul style="list-style-type: none"> • Familiar with the principles of Community Regeneration and Wider Role