

Job Title	Housing Register Officer	Job Number	
Business Unit	Housing and Social Inclusion	Location	Housing
Completed By	Kate Randall	Date	January 2020

Criteria <i>(insert/delete rows as required)</i>	Indicate by ✓		Measured By
	Essential	Desirable	
Qualifications and Experience Academic, technical and professional			
Good standard of education such as 5GCSEs (or equivalent) including Maths and English.	✓		Certificate
Demonstrable technical knowledge of housing needs, lettings, benefits / welfare rights and related legislation.	✓		Application and Interview
Full Driving Licence.	✓		Certificate
Work Experience & Attainments Previous work experience relevant to the job			
Ability to work with minimum supervision to a high and consistent level of accuracy.	✓		Application and Interview
Practical working experience working in a housing needs, welfare or advisory environment.	✓		Application and Interview
Proven experience of working with range of customers including vulnerable people in a pressurised front line welfare environment.	✓		Application and Interview
Experience of working in a sensitive welfare environment, handling and processing personal and confidential information and data.	✓		Application and Interview
Demonstrable experience of working within a team environment to produce shared goals.	✓		Application and Interview
Skills and Competencies			
Demonstrable customer care skills particularly with vulnerable customers.	✓		Application and Interview
Proven written and verbal communication skills with a range of customers including service users, and partner agencies – verbally and in writing.	✓		Application and Interview
Demonstrable understanding of broader housing, homelessness and welfare / benefits issues.	✓		Application and Interview

PERSON SPECIFICATION

Criteria <i>(insert/delete rows as required)</i>	Indicate by ✓		Measured By
	Essential	Desirable	
Demonstrable ability to interpret and assess customer's personal circumstances and apply accurately and consistently, complying with to policy and process.	✓		Application and Interview
Demonstrable ability to acquire and interpret technical information (e.g. from external experts and professionals).	✓		Application and Interview
Ability to undertake in-depth income, affordability and needs assessments.	✓		Application and Interview
Insight into or lived experience housing needs or homelessness issues.	✓		Application and Interview
Able to work as part of a team to achieve shared goals.	✓		Application and Interview
PC/Computer Literacy Job content relating to this			
Familiar with IT Systems including Microsoft and Excel databases.	✓		Application and Interview
Proven experience and ability to maintain and interrogate databases in order to retrieve data for reporting / analytical purposes.	✓		Application and Interview
Circumstances Location, flexibility and mobility; other circumstances specific to the job			
Ability to work flexibly according to the needs of the service and customer.	✓		Interview