

PERSON SPECIFICATION

Job Title	Housing Programme Support and Monitoring Officer (PT)	Job Number	
Directorate	Housing	Location	Housing
Completed By	Kate Randall	Date	April 2017

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 eg to A level	✓		Certificate
• Demonstrable experience of providing administrative support, preferably within areas of welfare or partnership delivery		✓	Application / Interview
• Demonstrable experience of creating and maintaining data and systems and presentation for analysis	✓		Application and Interview
Work Experience & Attainments Previous work experience relevant to the job			
• Proven experience working collaboratively and supportively within a pressurised, customer-focussed environment (welfare environment desirable but not essential).	✓		Application and Interview
• Proven experience of working in a sensitive environment handling personal and confidential information (welfare environment desirable but not essential).	✓		Application and Interview
Skills and Competencies			
• Excellent organisational workload management skills, able to set out and plan a programmed approach to projects and partnerships	✓		Application and Interview
• Ability to work efficiently and effectively in a pressurised and reactive environment	✓		Application and Interview
• Proven ability to set up maintain and interrogate databases in order to retrieve and present data for reporting and analytical purposes	✓		Application and Interview

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Criteria <i>(insert/delete rows as required)</i>	Indicate by ✓		Measured By
	Essential	Desirable	
<ul style="list-style-type: none"> Ability to work with minimum supervision to a high and consistent level of accuracy 	✓		Application and Interview
<ul style="list-style-type: none"> Able to use initiative and be self-motivated 	✓		Application and Interview
<ul style="list-style-type: none"> Able to produce and present data in accessible formats to a range of audiences 	✓		Application and Interview
<ul style="list-style-type: none"> Able to interpret and analyse data returns and reports in order assess performance 	✓		Application and Interview
<ul style="list-style-type: none"> Event planning and organisation 	✓		Application and Interview
PC/Computer Literacy			
Job content relating to this			
<ul style="list-style-type: none"> Experienced user of IT, data management and Microsoft systems 	✓		Application and Interview
Circumstances			
Location, flexibility and mobility; other circumstances specific to the job			

Competency levels – all essential

Collaborative Working

- Works collaboratively with other business units and partners/stakeholders **(level 2)**

Managing and Developing Others

- No experience of managing and developing others or not relevant to the role **(level 1)**

Customer Focus

- Contributes to establishing clear customer service and quality standards for the service **(level 2)**

Communication

- Presents information clearly, concisely, objectively and accurately **(level 2)**

Innovation and Creativity

- Overcomes obstacles in implementing new ideas **(level 2)**

Planning and Organising

- Anticipates potential difficulties in managing workload and identifies solutions **(level 3)**

Political Effectiveness

- Is aware of the needs of all relevant partners/stakeholders and how this impacts on their role **(level 2)**

Leadership

- No experience of leading others or not relevant to the role **(level 1)**

Analytical Thinking and Decision Making

- Has the confidence to take decisions appropriate to own level of responsibility and authority **(level 2)**

Personal Effectiveness and Development

- Displays assertiveness, but within accepted boundaries, being firm but fair, for the benefit of the organisation **(level 2)**

Dealing with Change

- Supports others in adapting to change, identifying the benefits **(level 2)**

Strategic Delivery

- Monitors and evaluates progress towards achieving corporate objectives and priorities **(level 2)**