

Person Specification

Job Title	Temporary Accommodation Officer	Req No	
Prepared by	Tracey Thomas, Senior Housing Options Manager	Date	01/01/2022
Essential Criteria – Vital requirements for the post holder			
<u>Relevant Experience:</u>			
Previous experience of dealing with the general public.			
<u>Qualifications/training:</u>			
Educated to GCSE level standard or equivalent. Good standard of numeracy, literacy and computer literacy.			
<u>Special Knowledge:</u>			
Customer care. Repairs identification and reporting.			
<u>Disposition/attitude:</u>			
Experience of dealing with the public sympathetically but firmly. Able to work under pressure with minimum supervision. Durable and robust.			
<u>Practical/intellectual:</u>			
Able to prioritise workload and identify innovative solutions to often complex problems whilst working within policy and procedural guidelines. Excellent communication and negotiation skills.			
<u>Physical Requirements:</u>			
Reasonable mobility and fitness.			
<u>Additional Requirements:</u>			
Full driving licence and access to a vehicle for business use. Able to participate in the homelessness out of hours call out service.			
Desirable Criteria – Additional requirements relevant to the post			
Previous housing experience and/or dealing with other agencies. Use of Microsoft Office applications. Accounting/cash handling procedures. Understanding the range of difficulties and problems which may affect people in housing need. Experience of working in confrontational/challenging situations. Mediation/conflict management skills. Work on own initiative, organising own workload.			