

<b>Post Title:</b>	Private Sector Housing Officer
<b>Grade:</b>	Stroud 5
<b>Responsible to:</b>	Principal EHO/ Housing Renewal Manager
<b>Service Area:</b>	Housing Renewal
<b>Post Number:</b>	<b>EVH1117</b>

## ESSENTIAL CRITERIA

### QUALIFICATIONS

- Educational attainments to A-level or equivalent.
- A degree in a relevant subject or equivalent relevant qualification.

### EXPERIENCE

- Experience of working in an environment requiring interaction with the public.

### SKILLS & KNOWLEDGE

- Ability to effectively research a subject and present findings.
- Ability to follow instructions and procedures.
- Proficient in the use of IT including competency at using MS word and excel.

### PERSONAL ATTRIBUTES

- Committed to undertaking further training to develop appropriate skills and knowledge.
- Self-motivated and willing to use own initiative.

### OTHER

- Committed to working for an employer that values diversity and equality of opportunity
- Full UK driving licence

## DESIRABLE CRITERIA

### QUALIFICATIONS

- None

### EXPERIENCE

- **Experience of working to bring Empty Homes Back into Use**
- Experience of working in Local Government

### SKILLS & KNOWLEDGE

- Understanding of Local Government
- Understanding of Empty Homes

## CORE COMPETENCIES

### **1. Effective Communication**

You will be able to communicate clearly and effectively with a diverse range of people.  
You can vary your communication dependant to your customer, using effective listening with the ability to persuade and influence where appropriate.

### **2. Customer Service**

You are able to deliver the highest quality of service to our customers, both internal and external.

You will strive to deliver a consistently high quality service, with commitment o understanding and meeting their needs, inline with policies.

### **3. Working Together**

You will be able to work co-operatively with colleagues and partners to achieve results and develop good working relationships.

You will be able to focus on the development of yourself and colleagues in order to enhance performance, motivation and ability to change.

### **4. Innovating**

You will be able to seek better, more effective ways of delivering services.

### **5. Accepting Change**

You will be able to adapt to new work challenges and situations, adopting a positive attitude to change.

### **6. Supporting the delivery of SDC priorities**

You will be able to demonstrate an understanding of and commitment to the Council and its Services.

You will be able to demonstrate how your work supports and meets the needs of the service.

### **7. Conscientiousness**

You will be able to be conscientious in the work you do and demonstrate that you can work in an organised and orderly manner.

You will be able to demonstrate that you can be industrious in the way you work.