

Designation:	Housing Advice Officer
Grade:	Stroud 4
Responsible to:	Senior Housing Advice Officer
Service Area:	Housing Advice Team
Post Number:	

ESSENTIAL CRITERIA

QUALIFICATIONS

- **Educated to A level**
Or
- **3 years experience working in a housing environment**

EXPERIENCE

- Experience of working in the housing profession.
- Experience of working in a front line customer service.
- Experience of dealing with difficult situations and achieve suitable resolutions

SKILLS & KNOWLEDGE

- Knowledge of the Housing Act 1996, as amended Part VI Allocations and Part VII Homelessness, and the Homelessness Reduction Act 2017
- High standards of written and verbal communication skills.
- Ability to produce results and perform consistently well often under pressure
- Good organisational/time management skills
- Proficient in the use of IT, specifically MS Office packages including Word and Excel

PERSONAL ATTRIBUTES

- Enthusiasm to prevent homelessness
- Good listener, able to empathise with others and communicate effectively in all forms.
- Committed to providing a high level of customer service.
- Good team player but able to work on own

OTHER

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

DESIRABLE CRITERIA

QUALIFICATIONS

- Degree or equivalent professional CiH housing qualification

EXPERIENCE

- Experience in working with the formal homelessness legislation framework

- Experience of working in a housing advisory capacity.
- Experience of working with fellow professionals in the statutory and voluntary sectors.

SKILLS & KNOWLEDGE

- Sound presentation skills
- Awareness of the Data Protection Act and issues of confidentiality
- Awareness of local government political environment

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.