

Designation:	Right to Buy Officer
Grade:	Stroud 4
Responsible to:	Property Manager
Service Area:	Property Services
Post Number:	

ESSENTIAL CRITERIA

QUALIFICATIONS

Educated to GCSE Level A*- C including English and Maths

EXPERIENCE

Experience of working within a local authority
Experience of working with the public or tenants

SKILLS & KNOWLEDGE

Excellent interpersonal and communication skills
An understanding of administrative processes and systems
Ability to manage own time and workload
Capable and working knowledge of common IT software

PERSONAL ATTRIBUTES

- Self-Motivated
- Flexible approach
- Positive outlook
- Team player
- Ability to work under pressure and to meet deadlines

OTHER

- Committed to working for an employer that values diversity and equality of opportunity
- Able to demonstrate relevant competencies set out in the Council's Competency Framework consistent with the grading of the post including:
 - Effective Communication
 - Customer Service
 - Working Together
 - Innovation
 - Acceptance to Change
 - Supporting the Delivery of the Council's Priorities.

DESIRABLE CRITERIA

QUALIFICATIONS

EXPERIENCE

Experience of the Right to Buy process
Experience of dealing with shared ownership properties

SKILLS & KNOWLEDGE

Detailed knowledge of Right to Buy legislation

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 Focus**

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, in line 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.

Outer layers of the [competency framework](#) apply with Management and Leadership roles.