

Gedling Homes - Person Specification

Title: Pre-Tenancy Support Officer

CRITERIA	REQUIREMENTS	CATEGORY	METHOD OF ASSESSMENT
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1. Educational Standard/Qualifications

BTEC National Business & Finance or equivalent		D	App/cert
GCSE Mathematics and English		E	App/cert

2. Specialist Skills

Good numeracy skills		E	App/Int
Keyboard skills		E	App/Int
IT literate		E	App/Int
Effective communicator		E	App/Int
Good customer relations		E	App/Int
Full driving licence		E	App/Int

3. Experience

Relevant housing experience		D	App/Int
Welfare benefits knowledge		D	App/Int
Agency interaction (CAB, DWP etc)		D	App/Int
Debt recovery processes		D	App/Int
Dealing with vulnerable tenants		D	App/Int
Face to face customer service experience		E	App/Int

4. Key Skills

Positive approach		E	App/Int
Time management skills		E	App/Int
Committed to continual Improvement		E	App/Int
Highly organised		E	App/Int
Flexible in approach		E	App/Int

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5. Specialist Knowledge

Welfare Benefits		D	App/Int
Housing Benefit		D	App/Int
Financial Inclusion		D	App/Int

6. Key Competencies

New Charter Core Competencies as detailed on Job profile			
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For information:

Category D: Refers to **Desirable Features** which would normally enable the successful candidate to perform the duties and tasks better and more efficiently than one who did not have the qualifications, training, experience, etc.

Category E: Refers to **Essential Requirements** without which the candidate would be unable to carry out the duties of the post.