

Person Specification: Intensive Housing Support Officer

Criteria		Essential	Desirable	How Will this be Assessed
Experience	- At least two years working in private sector housing and/or housing management; - Experience of working with people with multiple needs in supported housing or community support service; - Experience of lone working; - Experience of partnership working and liaising effectively with colleagues and other agencies eg homelessness services, support agencies, and private landlords.	X	X X X	I A I A
Knowledge	- Knowledge of how the private rented sector operates; - Knowledge and understanding of law and legislation around private sector housing; - Knowledge of welfare benefits relating to housing including Universal Credit, Housing Benefit, and other welfare provision; - Knowledge and understanding of the needs of vulnerable and/or homeless households.	 X X	 X X	 I I I A
Skills	- Ability to support Letting Agents in managing rent collection and resolving complex cases; - Ability to work independently and to organise, prioritise and plan workload; - Ability to work in partnership with wider staff; - Ability to effectively liaise with external agencies including homelessness, welfare benefits, DWP and other appropriate agencies; - Ability to work to deadlines and targets; - Ability to produce and deliver training documents around key Private Rented Sector topics including welfare changes and housing legislation; - Able to work in conjunction with policies and procedures of outreach agencies; - Excellent communication skills and ability to negotiate confidently with individuals ; - Excellent IT and written skills; - A clear driving licence with access to a car.	 X X X X X X X X X	X	I I A I A I I I I A

Values	1. A commitment to promoting customer service and working as a member of a team;	X		A
	2. An understanding and commitment to working to the Bond Boards Equal Opportunities policies and practices;	X		I
	3. Able to work evenings as required;	X		I
	4. A commitment to challenging anti-discriminatory practices where identified;	X		A
	5. Resilience to manage challenging and multiple work load pressure.	X		I

Key:

I = Interview

A = Application