

PERSON SPECIFICATION

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| Job Title | Housing Officer | Grade:  | EVH Grade 7 |
| Reporting To | Housing & Customer Services Manager |
| Date | April 2025 |  |  |

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| Criteria | Essential | Desirable |
| Excellent communication and development skills |  |  |
| Customer centred approach, flexible, confident and assertive manner |  |  |
| Ability to achieve aims and objectives |  |  |
| A methodical and flexible approach to organising and prioritising a varied workload |  |  |
| Excellent computer literacy and numeracy skills |  |  |
| Ability to meet demanding personal and team deadlines |  |  |
| Ability to form effective working relationships with internal and external customers |  |  |
| Willingness to take responsibility and make decisions |  |  |
| Experience in allocations; estate management, neighbour disputes |  |  |
| Can demonstrate good knowledge of current housing legislation, policy and practice  |  |  |
| Track record of meeting KPI’s |  |  |
| Experience in rent arrears recovery and supporting tenants in debt |  |  |
| Experience of change within a team or organisation |  |  |
| Experience of improving service delivery |  |  |
| Experience of using Homemaster  |  |  |
| Experience in working with a range of external partners and agencies to deliver excellent housing services |  |  |
| Possession of a relevant professional qualification or knowledge and experience at an equivalent level |  |  |
| Knowledge of the Scottish Social Housing Charter and the Scottish Housing Regulator’s Performance Standards |  |  |
| Hold a driving license and have use of a car, insured for business use during the working week |  |  |
| Flexibility to work out-with office hours e.g. attend infrequent evening meetings |  |  |

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| Competency matrix |
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| [Analytical Thinking](https://www.cs.state.ny.us/successionplanning/workgroups/competencies/competencylist.html#analytical) | [Entrepreneurship](https://www.cs.state.ny.us/successionplanning/workgroups/competencies/competencylist.html#entrepre)  | [Negotiating](https://www.cs.state.ny.us/successionplanning/workgroups/competencies/competencylist.html#negotiat) |
| [Building Trust](https://www.cs.state.ny.us/successionplanning/workgroups/competencies/competencylist.html#building) | [Establishing Focus](https://www.cs.state.ny.us/successionplanning/workgroups/competencies/competencylist.html#estfocus) | [Organizational Communications](https://www.cs.state.ny.us/successionplanning/workgroups/competencies/competencylist.html#orgcom) |
| [Change Management](https://www.cs.state.ny.us/successionplanning/workgroups/competencies/competencylist.html#change) | [Exercising Self-Control/Being Resilient](https://www.cs.state.ny.us/successionplanning/workgroups/competencies/competencylist.html#exercontrol) | [Partnering/Networking](https://www.cs.state.ny.us/successionplanning/workgroups/competencies/competencylist.html#partner) |
| [Coaching](https://www.cs.state.ny.us/successionplanning/workgroups/competencies/competencylist.html#coaching) | [Facilitation](https://www.cs.state.ny.us/successionplanning/workgroups/competencies/competencylist.html#facil) | [Political Skill](https://www.cs.state.ny.us/successionplanning/workgroups/competencies/competencylist.html#political) |
| [Communicating in Writing](https://www.cs.state.ny.us/successionplanning/workgroups/competencies/competencylist.html#comwriting) | [Fiscal Management](https://www.cs.state.ny.us/successionplanning/workgroups/competencies/competencylist.html#fiscal) | [Project Management](https://www.cs.state.ny.us/successionplanning/workgroups/competencies/competencylist.html#project) |
| [Communicating Orally](https://www.cs.state.ny.us/successionplanning/workgroups/competencies/competencylist.html#comoral) | [Flexibility](https://www.cs.state.ny.us/successionplanning/workgroups/competencies/competencylist.html#flex) | [Providing Direction](https://www.cs.state.ny.us/successionplanning/workgroups/competencies/competencylist.html#direction)  |
| [Conflict Management](https://www.cs.state.ny.us/successionplanning/workgroups/competencies/competencylist.html#conflict) | [Getting Results](https://www.cs.state.ny.us/successionplanning/workgroups/competencies/competencylist.html#getresults) | [Providing Motivational Support](https://www.cs.state.ny.us/successionplanning/workgroups/competencies/competencylist.html#motivat) |
| [Continual Learning](https://www.cs.state.ny.us/successionplanning/workgroups/competencies/competencylist.html#conlearn) | [Influencing Others](https://www.cs.state.ny.us/successionplanning/workgroups/competencies/competencylist.html#influence) | [Solving Problems](https://www.cs.state.ny.us/successionplanning/workgroups/competencies/competencylist.html#problem) |
| [Continual Improvement](https://www.cs.state.ny.us/successionplanning/workgroups/competencies/competencylist.html#conimprove) | [Initiative](https://www.cs.state.ny.us/successionplanning/workgroups/competencies/competencylist.html#initiative) | [Systems Thinking](https://www.cs.state.ny.us/successionplanning/workgroups/competencies/competencylist.html#systems) |
| [Customer Focus](https://www.cs.state.ny.us/successionplanning/workgroups/competencies/competencylist.html#customer) | [Innovation](https://www.cs.state.ny.us/successionplanning/workgroups/competencies/competencylist.html#innovate) | [Technical Credibility](https://www.cs.state.ny.us/successionplanning/workgroups/competencies/competencylist.html#techcred) |
| [Decision Making](https://www.cs.state.ny.us/successionplanning/workgroups/competencies/competencylist.html#decision) | [Interpersonal Skills](https://www.cs.state.ny.us/successionplanning/workgroups/competencies/competencylist.html#interp) | [Technology Use/Management](https://www.cs.state.ny.us/successionplanning/workgroups/competencies/competencylist.html#techuse) |
| [Delegation](https://www.cs.state.ny.us/successionplanning/workgroups/competencies/competencylist.html#delegation) | [Listening](https://www.cs.state.ny.us/successionplanning/workgroups/competencies/competencylist.html#listen) | [Thinking Strategically](https://www.cs.state.ny.us/successionplanning/workgroups/competencies/competencylist.html#thinkstrat) |
| [Developing Others](https://www.cs.state.ny.us/successionplanning/workgroups/competencies/competencylist.html#develop) | [Maintaining Personal Credibility/Meeting Ethical Standards](https://www.cs.state.ny.us/successionplanning/workgroups/competencies/competencylist.html#credibility) | [Valuing and Leveraging Diversity](https://www.cs.state.ny.us/successionplanning/workgroups/competencies/competencylist.html#divers) |
| [Emotional Intelligence](https://www.cs.state.ny.us/successionplanning/workgroups/competencies/competencylist.html#emotion) | [Managing Performance](https://www.cs.state.ny.us/successionplanning/workgroups/competencies/competencylist.html#manageperf) | [Visioning](https://www.cs.state.ny.us/successionplanning/workgroups/competencies/competencylist.html#vision) |

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Note

1. Not all competencies need demonstrated all the time.
2. Annual objective setting will decide on a minimum of 5 key competencies to be demonstrated that year and therefore reviewed the following year
3. A minimum of 3 competencies will be identified for a personal development plan.
4. Our vision and values must be demonstrated above all