

Harlow Council Employee Profile

Job Title: **Housing Assistant (Housing Options and Advice)** **Post Number:** **SH0223**

Attributes	Essential	Desirable	Method of Identification
Education Qualifications	GCSE grades A – C or minimum Level 5 or equivalent in English & Maths. Able to demonstrate good literacy, numeracy and verbal communication skills.		Application Form Interview Written Test
Related Experience	Knowledge and experience of working in an office environment, preferably gained in a local authority, RSL or related organisation. Experience of contact with members of the general public.	Experience of Choice Based Lettings processes.	Application Form. Interview.
Special Circumstances	Able to carry out home visits outside normal working hours.	Full driving licence and access to own vehicle or other suitable means of transport.	Application form
Special Knowledge, Training	Have an understanding and knowledge of current housing pressures.	An understanding of the legislation relating to allocations and homelessness.	Application form, Interview, written test.
Skills and Abilities	A good understanding of, and commitment to, customer care. Ability to communicate effectively both orally and in writing. Ability to use a range of Microsoft IT applications. Flexible and the ability to adapt positively to change. Good letter writing skills. Able to deal effectively with challenging, distressed and angry clients. Able to prioritise tasks and organise time efficiently. Ability to analyse written and numerical information and draw appropriate conclusions.	Familiar with Orchard or other relevant housing IT systems. Knowledge of range of services available from other providers in Harlow. Full clean driving licence and use of a car	Interview. Application Form. Written Test

	<p>Good judgement in determining when to deal with a problem and when to refer it, or seek advice from others.</p>		
<p>Disposition and Attitude</p>	<p>Practical and tactful approach to problem solving.</p> <p>Confident, assertive and self-motivated team player.</p> <p>Works well and remains calm under pressure.</p> <p>Able to work on own initiative and as part of a team.</p> <p>Able to contribute to team, service and corporate objectives</p> <p>Pays particular attention to detail.</p> <p>Understands and is committed to equal opportunities and customer care on a practical level.</p> <p>Committed to providing a customer focused service and continuous improvement.</p>		<p>Application Form. Interview.</p>