

## PERSON SPECIFICATION

**Directorate** : Services, Residential Services

**Job Title** : Business Improvement Officer

**Prepared by** : Karen McGreal

**Date** : November 2019

ESSENTIAL	DESIRABLE	MEANS OF TESTING e.g. Application Form, Presentation etc
<p><b>Education</b></p> <ul style="list-style-type: none"> <li>• English and Maths GCSE or equivalent.</li> </ul>	<ul style="list-style-type: none"> <li>• Housing related qualification</li> <li>• ICT qualification</li> </ul>	Application Form/Certificates at Interview
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Use of ICT for extracting data and report delivery e.g. SQL</li> <li>• Demonstrable high level of customer service</li> <li>• Managing software issues both internally &amp; with provider</li> <li>• Training team members</li> <li>• Working in a social housing or related environment</li> </ul>	<ul style="list-style-type: none"> <li>• Project management experience</li> <li>• Knowledge of current national housing agenda</li> </ul>	Application Form/Interview/Test
<p><b>Abilities</b></p> <ul style="list-style-type: none"> <li>• Excellent written communication skills</li> <li>• Excellent verbal communication skills</li> <li>• Ability to use a range of IT software and be IT self sufficient</li> <li>• Problem solving mentality</li> <li>• To actively support equal opportunities and anti-discrimination</li> <li>• Excellent negotiation and influencing skills</li> </ul>	<ul style="list-style-type: none"> <li>• Excellent negotiation skills</li> <li>• To communicate to a wide and diverse audience</li> <li>• Ability to support Housing/Repairs IT systems</li> </ul>	Application Form/Interview/Test

<ul style="list-style-type: none"> <li>• Motivation</li> </ul> <p>Generates a positive “can do” attitude and approach.</p> <p>Enthusiastic and motivated in developing own knowledge and skills and those of the team.</p> <p>Sees the bigger picture and promotes the culture of “One Service, One Team” in line with “Arun Cares” Competency framework</p> <p>Demonstrates integrity, honesty and credibility at all times</p> <p>Promotes a culture of learning</p>	<ul style="list-style-type: none"> <li>• Experience of being part of and supporting a team</li> <li>• Experience of change management</li> </ul>	<p>Application Form/Interview/Test</p>
<p>Personality</p> <p>Sets appropriate standards of behaviour for self and others and acts as a positive role model</p> <p>Results driven, striving for excellence with a strategic and imaginative approach</p> <p>Sound judgement, resilient and emotionally aware</p>		<ul style="list-style-type: none"> <li>• Application Form/ Interview</li> </ul>
<p><b>Health and Safety</b></p> <ul style="list-style-type: none"> <li>• Does this post involve working with VDUs?</li> <li>• Any manual handling involved?</li> <li>• Any other H&amp;S issues to be considered?</li> </ul>	<p>Yes</p> <p>No</p> <p>Some knowledge of Health &amp; Safety legislation/Asbestos Regulations</p>	

**PLEASE NOTE :** If nothing is stated under “Essential” or “Desirable”, there are no specific requirements within that relevant criterion.