

PERSON SPECIFICATION – GRADUATE HOUSING OFFICER

emh What Matters Behaviours	Essential/ Desirable
Listen to Learn – actively listen to understand others’ experiences, views and needs before responding.	Essential
Acknowledge with Respect – recognise others’ views, experiences and contributions, treating people with dignity and fairness.	Essential
Resolve with Care – take ownership and work collaboratively to find positive solutions for customers and colleagues.	Essential
Act with Consideration – consider the impact of your actions and communicate thoughtfully, professionally and with care.	Essential
How We Show Up – demonstrate a positive, friendly, calm and polite approach in all interactions.	Essential
Education and qualifications	
Educated to GCSE level 4 – 9 standard or equivalent in English and Maths	Essential
Experience	
Experience of working in a customer facing role	Desirable
Experience of managing a patch base of schemes and properties in a specialist or generic role	Desirable
Operational knowledge and understanding of housing law, management, ASB practice management, and neighbourhoods and community agenda.	Desirable
Skills and competencies relating to functional responsibilities	
Excellent communication, influencing, negotiation, and decision-making skills.	Essential
Organised and flexible approach, with a track record of achieving excellent results for customers and the business	Essential
Strong customer care skills demonstrating high levels of customer ownership and accountability.	Essential
Experience of working with customer committees and representatives	Desirable
A track record in delivering customer centred and effective services	Essential
Experience of engaging and working with customers at a local level as partners, in helping shape and improve services	Desirable
Well organised, with excellent attention to detail and the ability to identify and assess key information from mass data	Essential
Problem solving skills combined with the ability to work well with partner organisations	Essential
Well organised, able to prioritise and manage competing priorities delivering work to agreed deadlines and standards	Essential
Skills & competencies relating to corporate responsibilities & team working	
Able to listen, question, show empathy and relate well to people from diverse backgrounds	Essential
Strong team player	Essential
Able to deal with stressful situations using tact & diplomacy	Essential
Strong numeracy skills; ability to produce clear, concise reports and procedures in plain English and for a wide range of audiences	Essential
Able to role model the values of the business, including in relation to equality, diversity, and inclusion	Essential
Excellent IT skills and fully competent and conversant with Microsoft Office applications	Essential
Other	
Able to efficiently travel across a large geographical area, to meet and respond to the needs of the business.	Essential