



Housing Officer

BHT Sussex. Housing Services

Person Specification

Ref: 958

Person Specification

This post requires that the post holder has the following skills and experience to fulfil the job description.

When completing your application form, in section 6 “Person Specification” please address yourself to each of the points marked with an asterisk *. Please number each point and clearly explain how your experience, skills and knowledge meet the requirements specified.

Application forms without this completed section will not be accepted.

Essential Experience:

1. Experience of Housing and Tenancy Management
2. Experience of working in a customer services led environment

Skills / Ability / Knowledge:

3. Up to date knowledge of housing law, tenant and landlord rights and responsibilities and legal requirements relating to management of tenancies
4. Be a self-starter with effective organisational skills to organise your own workload
5. Able to build effective working relationships with tenants and stakeholders
6. Able to work within defined policies and procedures
7. Enthusiastic approach to working alongside and including tenants in enhancing and improving their service
8. Creative and practical approach to problem solving
9. Excellent IT skills and experience in using housing management systems

Other / Desirable

10. Hold a full UK driving license with your own car
11. Experience of managing Anti Social Behaviour cases
12. Knowledge of the court process and relevant documents

DATE