

**RICHMONDSHIRE DISTRICT COUNCIL
PERSON SPECIFICATION**

HOUSING OPTIONS SUPPORT OFFICER

**Criteria will be assessed via the submitted application form (A), and
Interview (I)**

| | Essential | Desirable |
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| Qualifications | 1. GCSE standard level of education, to include English and Maths at A-C level, or equivalent (A) | |
| Experience | 2. Experience of using Microsoft Office packages (Word, Excel & Outlook) (A, I) 3. Dealing with the public (A) 4. Previous administrative experience (A) | a. Previous experience using in-house databases |
| Knowledge | 5. An understanding and awareness of the issues surrounding homelessness (I) | b. Previous knowledge of working in Local Government (A) |
| Personal Aptitudes and skills | 6. The ability to monitor and maintain casework progress and filing systems (I) 7. Ability to complete work to a high standard of accuracy and follow set procedures (I) 8. Good administrative skills (I) 9. Ability to work in a team (I) 10. Ability to work under pressure to achieve targets and meet deadlines (I) 11. Good organisational skills (I) 12. Good standard of oral and written communication skills (I) | |
| Disposition | 13. Ability to listen and be sympathetic, often in stressful/emotional situations (I) 14. Ability to use initiative (I) 15. Understands the importance of maintaining confidentiality (I) 16. Ability to demonstrate a calm and tactful attitude (I) | |
| Other requirements | 17. Comply with the Council's Equalities and Diversity Policy (I) 18. Current Driving Licence and use of a vehicle (A) | |