

**RICHMONDSHIRE DISTRICT COUNCIL
LANDLORD SERVICES
PERSON SPECIFICATION**

TENANCY RELATIONS ASSISTANT

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

	Essential	Desirable
Qualifications	1. Minimum of 4 GCSE/O Level passes(Grade C or above) or equivalent (A)	a. NVQ 2 in Mediation (A)
Experience	2. Experience in dealing with the public or working in a public sector agency (A) 3. Dealing with Anti Social Behaviour (A)	b. Minimum 1 year working in a housing organisation (A)
Knowledge	4. General knowledge of anti social behaviour legislation (A) 5. General knowledge of community safety issues (I)	c. General knowledge of county court and eviction procedures (I) d. General understanding of housing issue (I)
Personal Aptitudes and skills	6. Ability to listen and be both sympathetic when required and assertive when required (A) 7. Good communication skills (I) 8. Ability to follow set procedures (I) 9. Ability to complete work to a good standard (I) 10. Ability to assess different and often stressful situations and apply most appropriate course of action (I) 11. Ability to work on ones initiative and prioritise workload accordingly (A)	e. Ability to work closely in partnership with outside agencies (A)
Disposition	12. To be assertive (I) 13. To respect and keep confidential information(A) 14. To work as part of a team (A) 15. To demonstrate a calm, tactful and responsible attitude (I)	
Other requirements	16. Full valid driving licence and access to a vehicle for business use (A) 17. Comply with the Council's Equalities and Diversity Policy (I)	

Updated June 2019