

**RICHMONDSHIRE DISTRICT COUNCIL
LANDLORD SERVICES**

**INCOME MANAGEMENT AND WELFARE ADVICE OFFICER
PERSON SPECIFICATION**

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

	Essential	Desirable
Qualifications	1. A minimum of 4 GCSE/O level passes (A-C grade) or equivalent (A)	
Experience	2. Working in a face to face environment with customers (A) 3. Dealing with rent/debt issues (A) 4. Relevant experience of inter agency working (A)	a. A minimum of 1 year working in public sector housing environment.(A) b. Relevant experience of working within a welfare benefits environment (A)
Knowledge	5. IT systems and their usage relating to Housing Management (I) 6. An understanding of welfare benefits(A) 7. A understanding of housing benefits & associated issues (I)	c. General knowledge of County court and eviction procedures (A) d. General knowledge of housing legislation (A) e. An understanding of debt management and rent recovery procedures (A)
Personal Aptitudes and skills	8. Good administrative and IT skills (A) (I) 9. Good numeracy and communication skills, including the ability to explain policies and procedures clearly (I) 10. Ability to analyse and interpret financial and technical information to others (I) 11. Ability to work in partnership with external agencies (I) 12. Ability to follow set procedures (I) 13. Ability to listen and be sympathetic to the varied housing needs of customers, often in stressful situations (I)	

	<p>14. Ability to complete work to a high standard (I)</p> <p>15. Ability to work to deadlines(I)</p> <p>16. Ability to deal effectively rent arrears cases (I)</p>	
Disposition	<p>17. Highly motivated and enthusiastic (I)</p> <p>18. Ability to work as part of a team(I)</p> <p>19. Ability to demonstrate a calm tactful and responsive attitude(I)</p> <p>20. Ability to be assertive and judge the appropriate level of assertiveness (I)</p> <p>21. Ability to use initiative and work with minimum supervision(I)</p> <p>22. Ability to respect and keep confidential information(I)</p> <p>23. Ability to undertake heavy workloads often to strict deadlines(I)</p> <p>24. Ability to adapt to changing demands coupled with a positive attitude to work(I)</p> <p>25. Ability to deal sympathetically with stressful situations(I)</p> <p>26. Willingness to undertake training in order to keep housing knowledge up to date(I)</p>	
Other requirements	<p>27. Full valid driving licence and access to a vehicle for business use (A)</p> <p>28. Comply with the Council's Equalities and Diversity Policy (I)</p>	