

Person Specification

Position Title	Housing Property Project Officer
Division / Section	Housing and Regulatory Services / Housing Property Management
Service Area	Place
Responsible To	Senior Repairs and Materials Officer

Person Specification

Qualifications, training & professional membership	<ul style="list-style-type: none"> Candidates should hold a full UK driving licence and access to their own vehicle. 	Desirable
	<ul style="list-style-type: none"> Candidates should possess an HNC level or have proven up-to-date knowledge and expertise within relevant environment. 	Essential

The successful candidate will demonstrate evidence of the following experience, knowledge, skills and understanding. Evidence will be sought for selection purposes.

ICT Skills

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| <ul style="list-style-type: none"> Candidates should be fully IT literate with a good working knowledge of MS Office. competent in basic use | Essential |
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Customer Service

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| <ul style="list-style-type: none"> Experience of dealing with customers face to face in dynamic environments. | Essential |
| <ul style="list-style-type: none"> Promote and maintain good working relationships with customers. | Essential |
| <ul style="list-style-type: none"> Proven experience of working with a range of stakeholders. | Essential |
| <ul style="list-style-type: none"> Experience of managing small scale projects | Desirable |
| <ul style="list-style-type: none"> Flexibility to work outside normal working hours when required. | Essential |

Knowledge and Experience

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| • Experience in writing short reports and briefing notes. | Essential |
| • Experience in working within a local authority environment, preferably within a housing team. | Desirable |
| • Working knowledge of Right to Buy legislation as well as other relevant housing legislation. | Desirable. |
| • Proven experience of managing own work load in a dynamic environment. | Essential |
| • Proven good numeracy skills. | Essential |
| • Confidence and ability to chair evening meetings with external stakeholders in attendance. | Essential |
| • Ability to manage and prioritise own workload, set timescales for work and meet legislative and internal deadlines. | Essential |
| • High standard of record keeping to ensure robust audit trail for all transactions. | Essential |
| • Expected to advise managers when IT systems should be upgraded or changed to accommodate changes in legislation, VAT etc. | Essential |
| • Ability to process map new areas of work to ensure streamlined activity ensuring best use of staff resources at all times. | Essential |

Lone Working

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| • The post holder will be expected to check plans against current layout of gardens etc. this will include lone working on site. | Essential |
| • Post holder must comply with H&S requirements carrying out role. This includes ensuring correct PPE is worn and dynamic risk assessments are carried out when working on site. | Essential |

Competencies & Values Framework

Applicants will also be measured against the following competencies as per the Competency Level outlined in [Our Competency & Values Framework](#):

Customer focused -	is respectful and courteous to customers/clients, understands and resolves customer/clients needs, takes opportunities to improve customer/client services, is aware of service levels expected and strives to meet them, seeks and acts on feedback from customers/clients, supports others when dealing with customers/clients.
Works Effectively with others	treats others in a fair and equal manner / considers and respects other peoples ideas/opinions / co-operates with others in the workplace / adapts own views and ideas for the good of the team / goes out of their way to help others.
Managing change	is willing to try new or different ways of working / displays a flexible attitude to duties and responsibilities / reprioritises own work when deadlines are changed / helps others to adapt to change.
Taking Ownership and Responsibility	manages own time effectively and works productively / responds positively to feedback and takes appropriate action / ensures own knowledge and skills are sufficient for the job / considers how own behaviour affects others and changes accordingly / recognises and acts when something needs to be done.
Communicating Effectively	listens carefully and asks questions if understanding is unclear / uses simple and clear language / seeks advice when necessary
Planning and Decision Making	works in a planned and organised way / follows instructions and procedures / understands what decisions can be taken within own duties and makes them when required / takes account of available resources when planning own work activities.