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| PERSON SPECIFICATION  **Post Title: Independent Senior Living Officer** | **Housing and Communities**  **Housing Management** | |
| **Post No:**  **Reporting to:** Senior Housing Officer | |  |
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| Please number each item within each section and order in level of importance. | ü as appropriate | | |
| **Essential** | **Desirable** | |
| Qualifications & Training The qualifications and/or training required to undertake the role. | | | |
| 1. GCSE’s or equivalent in Maths and English 2. Qualification in managing sheltered housing | ü | | ü |
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| Achievement & Experience The level of experience/achievement required the post holder will have undertaken of the item specified. | | |
| 1. Previous experience of managing sheltered housing for the elderly 2. Previous local government experience 3. Previous experience of working with the public face to face in difficult situations 4. Previous experience of compiling support plans with clients 5. Experience of liaising with other agencies to maintain client’s independence | ü  ü  ü  ü | ü |
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| **Knowledge**  The knowledge and level of understanding the post holder must have of the item specified. | | |
| 1. Knowledge of housing law 2. Knowledge of tenancy management 3. Knowledge of measures to prevent and deal with anti-social behaviour 4. Knowledge of the importance of safeguarding vulnerable people. | ü    ü  ü  ü |  |

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| **Skills**  The level of skill is required to undertake the item specified. | | |
| 1. Working knowledge of Microsoft Office and Excel 2. Able to build and maintain positive working relationships with customers, colleagues and external agencies. 3. Ability to apply tact, diplomacy and awareness to a wide range of scenarios, some of which may be potentially difficult. 4. Good interpersonal skills; judgement, organisational ability, tact, diplomacy and confidentiality. 5. Good verbal and written communication skills 6. Ensuring customers’ concerns/requirements are met and their issues dealt with within agreed service standards. | ü  ü  ü  ü  ü |  |

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| **Other**  Any other competencies required to undertake the role. | | |
| 1. Current driving license required and access to a vehicle. 2. Ability to remain calm under pressure in difficult situations 3. Commitment to providing high levels of customer care 4. Keen to acquire new skills and knowledge | ü  ü  ü  ü |  |