

**PERSON SPECIFICATION**

Post Title: <b>Tenancy Engagement Officer</b>	Director/Service/Sector: <b>Housing Services</b>	Ref:
<b>Essential</b>	<b>Desirable</b>	<b>Assess by</b>
<b>Knowledge and Qualifications</b>		
<p>Educated to A level standard or equivalent.</p> <p>Knowledge of current housing issues and legislation, particularly the Transparency, Influence and Accountability Standard set by the Regulator of Social Housing</p> <p>Driving licence and access to a vehicle.</p> <p>Enhanced Disclosure and Barring Check.</p> <p>An awareness of a range of housing services.</p> <p>High level of IT literacy with good organisational and administrative skills</p>	<p>Level 1 Safeguarding (Adults).</p>	<p>App/Int</p>
<b>Experience</b>		
<p>Experience of accurate record keeping and recording of information.</p> <p>Experience of using IT systems e.g. word and Excel</p> <p>Experience of dealing with customers in a face-to-face situation.</p> <p>Experience of liaising with internal and external colleagues to deliver high quality services.</p> <p>Experience of producing written reports and summarising information for colleagues, tenants and councillors</p>	<p>Experience of housing knowledge in one or more of the following disciplines: homelessness, housing options and lettings, Carelink, and tenancy &amp; neighbourhood management.</p>	<p>App/Int</p>
<b>Skills and competencies</b>		
<p>Excellent communications skills (oral, written &amp; presentation) and able to build effective working relationships with the internal and external customers.</p> <p>Excellent team working.</p>		<p>App/Int</p>

<p>Flexible approach to service delivery by providing specialist knowledge to all key areas of housing services. A commitment to equity, diversity and inclusion in the delivery of all services.</p>		
<p><b>Physical, mental and emotional demands</b></p>		
<p>Flexibility approach to work, able to work at all Alliance locations and provide reserve resource for all work streams as required.</p> <p>The ability to work with frequent interruption, balancing a number or different priorities and conflicting demands.</p> <p>To have a positive attitude at work and create a positive atmosphere.</p>		<p>App/Int</p>

All applicants with a disability who meet the minimum requirements for the role will be given an interview and will be considered on their abilities.