

PERSON SPECIFICATION

Post of: Temporary Accommodation Support Officer

All the criteria below, both essential and desirable, will be assessed via your application form; further methods will be used to support this in the interview/selection stage should your application progress. Please refer to this document and the job description when completing your application, giving examples. A re-wording of the criteria listed will not guarantee an interview.

Method of Assessment: S - Scenario, I - Interview, P - Portfolio, T - Test, D – Documents

Qualifications and training

Method of Assessment - D, I

Essential:

- Grade 4-6 (including Math's and English) or equivalent.

Desirable:

- A relevant professional qualification in support, advice, and guidance
- A relevant professional qualification in housing
- A relevant professional qualification in administration

The New GCSE Grading System

- Grades 7-9 are equivalent to the old grades A and A*.
- The bottom of grade 7 aligns with the bottom of grade A.
- Grades 4-6 are equivalent to the old grades B and C.
- The bottom of grade 4 aligns with the bottom of grade C

Experience and knowledge

Method of Assessment – S,I

Essential:

- Experience of providing support.
- Experience of working in a customer focused environment.
- Experience in taking a hands-on approach to problem-solving.
- Able to input and analyse data effectively to monitor performance, identify trends and ensure timely corrective action is taken.
- Ability to communicate with customers, colleagues, and other professionals at all levels appropriately and effectively in person and over the phone.
- Written communication with the ability to work methodically to keep accurate records and produce relevant statistical information as required.



- Experience of target setting and performance measurement in their area.
- Awareness of dealing with confidential and sensitive information appropriately
- Ability to achieve targets and prioritising workloads.

Desirable:

- Understanding Housing Legislation and homelessness
- Experience of providing support to vulnerable adults
- Experience of providing housing support
- Experience of working with other statutory services and voluntary organisations
- Knowledge of specialist services including Debt Management, Employment, Domestic Abuse, Mental Health, and Safeguarding.

Specialist skills and abilities

Method of Assessment – D,I,S

Essential:

- Ability to work with and signpost to, other agencies, both statutory and voluntary in Shropshire.
- Proven record of setting challenging but achievable targets and prioritising for others.
- Experience of using a variety of computerised packages including Word, Excel, and Access
- A willingness to challenge other professionals to ensure customers receive the right level of support.
- An ability to work with others to find solutions to problems.
- Ability to work efficiently and effectively within a fast-paced environment.
- Awareness of professional curiosity
- Ability to communicate with service users who have a wide range of complex support needs.
- Ability to simplify complex information for service user understanding.

Desirable:

- Understanding of Tenancy law.
- knowledge of Homelessness legislation.
- Knowledge of The Care Act
- Knowledge of the Mental Capacity Act

Personal skills and attributes

Method of Assessment – D,I,S

Essential:

- Verbal and written communication skills, with the ability to write reports, letters, and procedures.
- Able to work effectively using your own initiative and be self-motivated.
- Able to work effectively as a team with a flexible approach to undertaking a range of tasks.



- Excellent organisational and administrative skills with the ability to prioritise tasks.
- Ability to learn in-house systems.

Desirable:

- Local knowledge of the Shropshire area.
- Understanding of SMART targets

Special working conditions

Method of Assessment – I

Essential:

- This post may require attendance at meetings and events outside normal working hours and manage housing support staff who are working unsociable hours, therefore a flexible working pattern within the hours for the post will be necessary.
- Will be working in a lone working capacity on occasions.
- Will be required to work across Shropshire to provide support to staff on joint visits to customers in Temporary Accommodation
- Required to hold a valid driver's license and always have access to a vehicle. Alternative arrangements will be discussed with disabled applicants.
- The ability to work from home on occasions, with the requirement to attend your primary work base and Temporary Accommodation Units when required.
- During a Pandemic, Epidemic or Major Incident or Emergency you may be asked to work from home or other location and on occasion to undertake duties that are not stated in your Job Description or Person Specification where there is a skill, competency, and experience match.

