**Person Specification** **Date**: January 2025

**Post Title**: Works Planner & Tenant Liaison Officer

**Division**: Housing **Grade:** 7

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| --- | --- | --- | --- |
|  | **Essential (E)**  **Desirable (D)** | **Criteria** | **Measurement**  (see below) |
| **Skills, Knowledge, and Experience** | E  E  D  E  E  E  E  E  E  E  E  E  E | Experience in a front line position within a customer service environment.  Knowledge of housing repairs and sound general knowledge of building work  Sound working knowledge of the regulations for health and safety – including gas installations, electrical works, fire risk assessments, Legionella, and asbestos management.  Excellent communication skills – Able to communicate clearly, concisely, and courteously with, customers the public and other staff verbally and in a written format.  Good customer services skills and able to help customers to resolve problems.  Proven ability to act on their own initiative to resolve issues.  Excellent organisational skills and the ability to plan and manage time and workloads.  Confident in showing other members of staff systems of work and training on software systems.  Evidence of ability to work under pressure and maintain acceptable performance.  Able to analyse data to identify problems and solutions.  Proven ability to manage and process information accurately and communicate in precise and simple terms.  Good IT skills, including Microsoft Office Products, databases and systems administration.  The ability to follow verbal and written instructions effectively. | 1, 3  1, 2, 3  1, 3  1, 3  1, 2, 3  1, 3  1, 2, 3  1, 2, 3  1, 3  1, 3  1, 2, 3  1, 3  1, 3 |
| **Equal Opportunity** | E  E | Must be able to recognise discrimination in its many forms and be willing to put the Council's Equal Opportunities policies into practice.  Must be committed to implementing good practice on equal opportunity issues. | 1, 3  1, 3 |
| **Safeguarding** | E | Commitment to the protection and safeguarding of children, young people and adults with care and support needs. | 1, 3 |
| **Qualifications** | E  D | Good general education  Relevant administrative / office management qualification | 4  4 |
| **Attitude and Motivation** | E  E  E  E  E  E  E  E  E | Positive and approachable manner.  Self-motivated and enthusiastic.  An ability to work accurately to deadlines.  Ability to work flexibly.  Calm temperament and be able to deal with sensitive situations and difficult situations.  Able to work on own initiative with minimal supervision.  Able to plan and organise workloads to meet deadlines that can be unpredictable and cause conflicting demands.  Positive attitude to working as part of a team to deliver and develop services.  Able to thrive in a busy environment and offer solutions as challenges arise. | 1, 3  1, 3  1, 3  1, 3  1, 3  1, 3  1, 3  1, 3  1, 3 |

**Measurement:** 1 From application form 2 Test after short listing

3 Probing at interview 4 Documentary evidence