

Personal specification

Job title: Neighbourhood Officer
Directorate: Customers and Neighbourhoods
Team: Neighbourhood North
Salary: £19,427 to £23,473

		Desirable /Essential	Method of assessment
Qualification	Educated to GCSE standard or equivalent	E	AF
	Part qualified/studying for CIOH Membership	D	AF
Experience	Previous experience in a social housing role	D	AF
Knowledge, skills and abilities	Knowledge and understanding of the role of social housing	E	AF & I
	Ability to work under pressure	E	AF & I
	Ability to work without direct supervision	E	AF & I
	Experience of work in a changing environment	E	AF & I
	Good communication skills, including oral and written	E	AF & I & T
	Ability to prioritise work	E	AF & I
	Commitment to customer care	E	AF & I
	Willingness to seek responsibility	E	AF & I
	ICT Literate	E	AF & I
	Knowledge of housing legislation	D	AF & I

Other	Prepared to attend evening meetings	E	I
	Criminal Record Clearance (Enhanced Disclosure).	E	CRB
	Ability to drive and use of a car for work	E	AF

AF = Application form

I = Interview

T = Test