

**Person Specification – Tenancy Sustainment Officer**

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| **Attribute** | **Essential** | **Desirable** | **Method of Assessment** |
| **Qualifications** | * Qualified to SCQF Level 7 or equivalent in Advice and Guidance |  | Application Form  Qualification Certificate |
| **Experience** | * Experience of delivering face-to-face benefits advice * Previous experience of using Microsoft computer system including experience of using spread-sheets and databases * Knowledge of Housing Sector and how it operates including awareness of current legislation * Previous experience of report writing and interpreting statistical information to present to senior colleagues * Previous experience of identifying change and initiating improvements to enhance performance * Previous experience of working with other landlords or similar bodies | * Knowledge of Data Protection and Health and Safety Acts * Previous experience of training staff * Understanding of homelessness issues | Application Form  To evidence at Interview |
| **Proven Competencies** | * Ability to evidence strong, effective, communication skills * Ability to develop and maintain positive Working Relationships * Ability to demonstrate Planning and Organisational skills * Ability to demonstrate Professional and Technical Knowledge relevant to the role * Ability to use a Problem Solving approach to respond positively to enquiries | * Experience of working to set targets | Application Form  To evidence at interview  References for verification |
| **Additional Role Specific Requirements** | * Driving Licence and access to vehicle for work purposes |  | To evidence at Interview  References for verification |