

**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 FormQualification 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 FormTo 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 FormTo evidence at interviewReferences for verification |
| **Additional Role Specific Requirements** | * Driving Licence and access to vehicle for work purposes
 |  | To evidence at InterviewReferences for verification |