

**FIRST CHOICE HOUSING ASSOCIATION**  
**PERSON SPECIFICATION COMPETENCY PROFILE**  
**HOUSING OFFICER**  
Essential criteria unless indicated

	<b>Qualifications</b>	<b>Assessed</b>
1	Relevant Housing Qualification HNC/HND/Diploma/CIH	Application
2	Part qualified or eligible to study towards membership CIH	Application
3	Good standard of education at GCSE level including Maths and English	Application
	<b>Competency</b>	
4	Experience ,up to date knowledge and practical application of the welfare benefits system , UC , HB and income recovery	Application / Interview
5	Well-developed organisational skills, able to plan and prioritise own workload and work on own initiative	Application / Interview
6	Knowledge of the social housing sector and the WG Regulatory framework for RSL's in Wales	Application / Interview
7	Excellent communication skills with the ability to produce effective written reports , actively listen and tailor messages as necessary in verbal and writing in an accessible format	Application / Interview
8	Flexible and adapts positively to change	Application / Interview
9	Ability to work on own initiative and prioritise workload to meet deadlines	Application / Interview
10	Ability to problem solve and deal with situations in a professional and systematic manner	Application
	<b>Knowledge and experience</b>	
11	Up to date knowledge of housing legislation and policy	Application/Interview
12	Experience of supported housing or working with vulnerable people (desirable)	Application / Interview
13	Relevant experience of a Housing Management environment to include experience of dealing with void management ,rent arrears , ASB and tenant engagement	Application/Interview
14	Sound knowledge of and a commitment to tenant consultation and participation	Application/Interview
15	Computer literate with good understanding of Microsoft Office systems to include Word, Access, Excel, PowerPoint and databases	Application
	<b>Other</b>	
16	Full driving licence and access to a roadworthy vehicle	Application
17	Willingness to work flexibly and travel throughout Wales	Application/Interview
18	Strong commitment to equality of opportunity	Application
19	Ability to speak Welsh ( <b>desirable</b> )	Application
20	An understanding of the context within which FCHA works demonstrating an awareness of the needs faced by people with a learning disability/ physical disability or mental health issues ( <b>desirable</b> )	Application/Interview
21	A good team player able to get along well with people at all levels	Application/Interview
22	Commitment to FCHA Values	Application/Interview