

PERSON SPECIFICATION

Directorate: Service: Housing Services	Post Title: Anti-Social Behaviour Officer Grade: Post Number: 332017197
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Attributes	Essential	Desirable	How Identified
Relevant Experience	Minimum of 2 years relevant experience of: <ul style="list-style-type: none"> housing management within a local authority or other RSL, and/or Anti-Social Behaviour management. Experience of Resident engagement.	Experience of working effectively in partnership with a range stakeholders. Knowledge of leasehold management.	Application form / Interview
Education and Training	Hold a relevant Level 4 housing qualification and/or show an equivalent capability.	Member of CIH.	Application form / Certificates
Special Knowledge and Skills	Experience of housing management practice and knowledge of housing legislation. Experience of using full toolkit of solutions when responding effectively to tenancy breaches and ASB. Experience of managing and prioritising own workload, and ability to work effectively as part of a team. Excellent verbal communication and presentation skills. Able to produce clear, concise and persuasive written reports on complex issues. Well developed and wide ranging negotiating and problem solving skills. IT and keyboard skills, including the ability to use Microsoft Office.	Experience of court attendance for <ul style="list-style-type: none"> possession proceedings. enforcing conditions of tenancy preventing ASB 	Application form / Interview / Presentation

<p>Any Additional Factors</p>	<p>Full driving licence and access to a car for work.</p> <p>Commitment to equal opportunities.</p> <p>Willing to work outside normal office hours as necessary and to attend relevant training courses, seminars and conferences.</p>		<p>Application form</p>
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<p>Prepared by: (Manager) Anne-Marie Loughran</p> <p>Approved by: (Personnel)</p>	<p>Date: 22 Nov 2024</p> <p>Date:</p>
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