**GRACE EYRE HOUSING - PERSON SPECIFICATION**

**POST: Housing Worker – Grace Eyre Housing**

**LOCATION: Brighton & Hove / Pan Sussex**

**Person Specification**

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| **Qualifications** |  |
| * Educated to A level standard
 | Essential  |
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| **Experience** |  |
| * Experience of supporting tenants and/or clients in private or social housing
* Experience of building & facilities management.
 | EssentialDesirable |
| * Experience of complex and varied administration systems.
 | Essential |
| * Experience of working within social housing and/or voluntary sector.
 | Desirable |
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| **Skills** |  |
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| * Ability to work on own initiative, prioritise work, handle pressure within an agreed framework.
 | Essential |
| * Ability to develop, monitor and maintain administrative information systems and procedures.
 | Essential |
| * Ability to produce written reports.
 | Essential |
| * Good numeracy skills
 | Essential |
| * Excellent organisational skills, administrative skills and time management.
 | Essential |
| * Ability to communicate effectively in person, in writing and over the telephone with individuals and with a wide variety of organisations and audiences. To research, analyse and interpret complex information and produce clear verbal and written reports.
 | Essential |
| * Ability to solve problems and continually update knowledge to build broad experience of housing management within the charitable sector.
 | Essential |
| * Good IT skills (Word, Excel and Outlook)
 | Essential |
| * Ability to liaise with tenants and other professionals and build positive working relationships.
 | Essential |
| * Ability to assess and manage risks positively
* Ability to support people with housing benefit claims
 | EssentialEssential |
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| **Knowledge** |  |
| * Knowledge and understanding of legislation and best practice within the housing and charitable sector.
 | Desirable |
| * Understanding and commitment to equal opportunities, especially in relation to people with learning disabilities and/or mental health needs, and the staff who support them.
 | Essential |
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| **Circumstances*** Able to work flexibly as required
* Full driving licence
 | EssentialDesirable |