



Role Profile

Housing Assessment Officer				Purpose			
Reference No.	SS2310	Type	Individual	To facilitate and support the delivery of services in relation to the role and responsibilities for housing adaptations.			
Service	Housing Adaptations						
Job Family	Para-Professional 4	Grade	FC5				
Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:				Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility		E	D
Liaise and communicate effectively at all levels internally and externally in relation to application assessment processes including: initiation/ receipt, assessment, validation, approval, renewal, refusal, and the application of appropriate enforcement and sanctions				4 Standard Grades or equivalent, including English, or an SVQ Level 2 in Housing		✓	
				HNC in Housing, Business Administration or equivalent CMI/ILM Level 3 Certificate in First Line Management or equivalent			✓
				SVQ3 in housing, business/administration			✓
Provide customers and partners with advice, guidance and support in relation to their requirements by applying specialist knowledge, advice, and support				Comprehensive knowledge and experience of assessment and office procedures		✓	
				Some experience in a housing, advice or housing-related policy environment		✓	

E = Essential Criteria D = Desirable Criteria

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	Experience of local authority working Moderate post qualification experience in either public and/or private sector housing environments Cross-Service/ Partnership working liaison skills and experience Able to provide a regular and effective service.	 ✓	✓ ✓ ✓
Develop, implement and review procedures, data, electronic and other systems to ensure the delivery of excellent service and the meeting of performance	Ability to work with minimum supervision Ability to prioritise workloads, analyse and resolve problems Excellent organisational skills Excellent numeric and computer skills Ability to develop systems and procedures Competent skills and knowledge of Internet/online application, Access, Excel	✓ ✓ ✓ ✓	 ✓ ✓
Report on activity as required by management, and internal and external partners	Cross-Service/ Partnership working liaison skills and experience		

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Respond to complaints, compliments and requests for information and consider service review and development in the light of these	Good communication skills at all levels, both verbal and written Confident worker with the ability to work as part of a team or as an individual The ability to deliver quality customer service and work well under pressure	✓ ✓ ✓	
To contribute to the development of strategies and practices which support the Service's aims and values	Knowledge and understanding of housing issues and policies	✓	
To contribute to the development, review and implementation of key processes, policies and strategies	Knowledge of specific legislation- e.g. Housing (Scotland) Acts 2006 -2011		✓
Maintain knowledge of relevant professional area, standards, systems, applications, and sources of information	Competent computer skills and knowledge of Internet/online application, Excel		✓
Maintain knowledge and awareness of local and national initiatives, regulation and legislation as they affect the remit and scope of the post	Ability to understand and apply complex guidance, legislation, and policies		✓
Contribute to the continuous improvement of services and to achieving excellent performance			
To contribute to the development of an effective service delivery plan			

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To comply at all times with the Council's Financial Regulations and Standing Orders, and the Scheme of Assistance.			
To represent the Service as required on both internal and external working groups, agencies, forums etc			
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:			
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Job Title (Specialists Tasks)			

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Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required				
Type of Protection of Vulnerable Groups (PVG) or other Disclosure check (choose only one).	PVG Children <input type="checkbox"/>	PVG Protected Adults <input type="checkbox"/>	PVG Both <input type="checkbox"/>	None <input type="checkbox"/>
	Basic Disclosure <input checked="" type="checkbox"/>	Standard Disclosure <input type="checkbox"/>	Enhanced Disclosure <input type="checkbox"/>	

Additional Information – the following information is available:
<ul style="list-style-type: none"> • Skills Framework (if applicable) • How we work matters

Expected Behaviours – It is essential that you display the following behaviours as they are expected of all our employees:
<ul style="list-style-type: none"> • Take Ownership • Focus on Customers • Work Together • Embrace Technology & Information • Deliver Results