



Role Profile

Housing Professional Trainee

Reference No:	A4088		
Service:	Housing Services		
Job Family:	Housing	Grade:	FC5-6

Purpose

To become professionally skilled and competent as a Housing Professional, providing a comprehensive range of strategic, policy and landlord services.

To attain a Post-Graduate Diploma in Housing Studies.

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
Become a professionally skilled and competent Housing Professional, providing a comprehensive range of strategic, policy and landlord services	Educated to SCQF level 9, which includes a Degree or equivalent	✓	
	Interest in the work of Housing	✓	
	Ability to travel to different locations as appropriate	✓	
Maintain a good understanding of national housing policy developments and support dissemination of these to staff, customers and stakeholders	Understanding of local and national housing and wider social issues		✓
Undertake a range of project work, applying learned skills either as an individual or as part of a project team	Ability to use own initiative and work to deadlines	✓	
	Experience of project work		✓

E = Essential Criteria D = Desirable Criteria

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Carry out research and analysis to identify appropriate proposals / solutions. Encourage effective stakeholder engagement through change. Report on and present proposals / recommendations	Experience of data collection and analysis	✓	
Produce a range of written material including reports, policies / procedures / processes and guidance, using a range of software packages	Research & problem-solving skills	✓	
Provide advice and guidance to staff and tenants and support the implementation of decisions where necessary	Ability to produce high quality written work	✓	
Provide staff, customers and stakeholders with housing information as required	Ability to use MS Windows based packages	✓	
Provide support to Housing Teams on a range of Housing policy issues	Ability to make presentations to a range of audiences		✓
Support Housing Services at internal meetings including consultations, cross-service working groups & project teams	Good interpersonal skills	✓	
Dealing with general housing enquiries from tenants, following these through to assistance, provision of information, access to services, referral for support. This may involve discussing the enquiry with a range of internal and external colleagues to reach a mutually acceptable solution.	Ability to work effectively as part of a team	✓	
Maintain and design a range of work-related records for customers and colleagues and keep personal records up to date	Ability to present issues clearly / concisely and to exercise influencing skills	✓	
Implementing a high-quality approach to internal and external customer care	Ability to cope well with challenges and change situations	✓	
Adhere to Council policies protecting records, customers and self while undertaking duties	Ability to operate effectively to deadlines	✓	
	Well-developed written and verbal communication skills	✓	
	Experience of team working		✓
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

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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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Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required				
Before confirming appointment: You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.				
Additional Information – the following information is available:		Expected Behaviours		
<ul style="list-style-type: none"> Skills Framework (if applicable) How we work matters 		<p>Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values.</p> <p>Please refer to How We Work Matters Guidance to learn more.</p>		

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