



<b>Person Specification:</b>	<b>Tenant Sustainment Officer</b>
<b>The successful candidate will possess the following:</b>	
<b>Skills</b>	<p>Excellent communication skills, including to those who have widely varying communication skills (E)</p> <p>Able to work on own initiative interpreting policy/procedures to resolve problems (E)</p> <p>Ability to work in an environment where our customers may have multiple complex needs (E)</p> <p>Excellent Interpersonal skills – able to build rapport with tenants and a good working relationship with external/internal colleagues (E)</p> <p>Effective organisational skills, able to plan own work and deliver to targets (E)</p> <p>Able to draft clear, detailed but succinct records and letters (E)</p> <p>Ability to apply and produce reports to external funders such as grants (D)</p> <p>The understanding of what is “excellent customer service” (E)</p> <p>Ability to manage a busy workload and work effectively with minimal supervision (E)</p> <p>Problem solving and ability to resolve complex issues (E)</p> <p>Working knowledge of MS Office software packages (E)</p> <p>Knowledge of SDM software (D)</p> <p>Establishing professional working relationship with tenants and other service users (E)</p> <p>Ability to work effectively as part of a team (E)</p>
<b>Knowledge &amp; Experience</b>	<p>Have a working knowledge and understanding best practice in tenancy sustainment (E)</p> <p>Have a knowledge and understanding of welfare benefits; universal credit; welfare reform and best practice in tenancy sustainment (D)</p> <p>An understanding and awareness of housing issues (D)</p> <p>A working knowledge of tenant engagement tools and techniques (E)</p> <p>Knowledge of Tenant Participation Strategy (D)</p> <p>Demonstrate a good working knowledge of Tenancy Agreement obligations from both the landlord and the tenant, including grounds of repossession.</p>

	<p>(D)</p> <p>Experience of working in partnership to solve complex issues (E)</p> <p>Knowledge of the Scottish Housing Regulator’s Regulatory Framework &amp; requirements of the Scottish Social Housing Charter (D)</p>
<b>Attributes (E)</b>	<p>Ability to see problems from a variety of viewpoints and perspectives (E)</p> <p>Ability to deal sensitively and empathetically with people in stressful situations (E)</p> <p>Ability to work on own initiative interpreting policy/procedures to resolve problems (E)</p> <p>Care and understanding of tenants and other service user individual needs</p> <p>A desire for continual service improvement and a willingness to work in the community to provide this</p> <p>Ability to manage and prioritise a changing workload (E)</p> <p>Availability to attend evening and weekend meetings (D)</p> <p>Able to work in a person-centred way (E)</p> <p>Able to adapt positively to change and adopt a flexible approach to the requirements of the job (E)</p> <p>To be able to handle conflict and deal with challenging behaviour and situations remaining focussed on attaining resolutions (E)</p> <p>Able to show empathy with, and understanding of, the needs of vulnerable customers (E)</p>
<b>Qualifications/Other</b>	<p>Relevant professional qualification (D)</p> <p>Member of appropriate professional body (D)</p> <p>Full Drivers Licence and access to a car on a daily basis (E)</p> <p>Satisfactory DBS check</p> <p>Flexible approach to work, willingness to work occasional out of office hours on a planned basis to support the needs of a customer or the service.</p>
<b>Team Behaviours - all members of staff are required to deliver the following behaviour (E)</b>	<p>Compassion</p> <p>Collaboration</p> <p>Trust, encompassing integrity and openness</p> <p>Professionalism, encompassing, respect, knowledge, and learning</p>
<b>Key</b>	(E) Essential (D) Desirable

