

ARK HOUSING ASSOCIATION

PERSONNEL SPECIFICATION

Position: Casual/Bank Staff

Date: August 2017

CRITERIA	ESSENTIAL	DESIRABLE
Educational Attainment	5 GCSE's or equivalent including English & Maths	BTEC National Certificate, higher Diploma or higher qualifications in social care, housing studies or similar
Relevant Experience	6 months relevant experience working with vulnerable groups in a similar environment Demonstrate an understanding of current homeless/housing and/or other social issues	1 year's experience working with vulnerable groups within the social support sector
Skills & Abilities	Be able to demonstrate ability to work as part of a team Demonstrate ICT ability and working knowledge of Microsoft office packages Have effective interpersonal communication skills Be able to deal with customers in a confidential and non judgemental manner Be able to plan, organise and prioritise your work	Experience of working in a team within a housing organisation ICT literate and a sound working ability and knowledge of a range of computer packages Demonstrate influencing skills, experience of report writing and providing verbal reports Relevant training & experience in listening skills, client advocacy & support work Effective Time Management experience & skills
CORE COMPETENCIES		
Customer Focus	Treats all customers with respect and responds to all customer enquiries promptly, efficiently and confidentially	Establishes high expectations of customer services to improve service performance

<p>Team Working</p>	<p>Have a clear understanding of team goals and objectives.</p> <p>Treats all team members with respect</p> <p>Have a 'can do' attitude to achieving team objectives</p>	<p>Actively promotes teamwork and positively influences colleagues to maintain motivation and collaboration</p>
<p>Equality, Diversity & Good Relations</p>	<p>Is committed to equality, diversity and good relations</p> <p>Is compliant with the requirements of the organisations equality scheme</p>	<p>Demonstrates a willingness to understand the impact of equality, diversity & good relations on customer services</p> <p>Receptive to new ideas and differences</p>