



ADUR & WORTHING
COUNCILS

Person Specification

Authority:	ADC / WBC
Directorate:	Communities
Section:	Housing – Home Improvement Assistance
Post Title:	Home Improvement Officer
Post Number:	
Accountable to:	Private Sector Housing Manager Home Improvement Team Leader
Management Responsibility for:	N/A
Authority to liaise with:	Officers from other departments of the Council, other local authorities, external agencies.

Area	Requirements	
Qualifications	Essential	Desirable
<i>Professional Registration (where applicable)</i>	GCSE Maths and English grade C or above (or equivalent qualification)	NVQ Level 3 or above in Advice/Counselling/Care Studies
Knowledge & Experience		

<p>(e.g. Technical, Administrative, Managerial – use one or more categories as/where appropriate)</p>	<p>Experience of working with vulnerable people or building contractors and other statutory/voluntary agencies.</p> <p>Experience of front line customer service work ideally with a Home Improvement Agency.</p> <p>Ability to maintain computerised records and extract statistical information</p> <p>Administrative Interviewing skills</p> <p>Able to communicate effectively orally and in writing with clients, staff and other agencies</p> <p>Able to demonstrate a high level of commitment to customer care</p> <p>Knowledge of welfare benefits and systems</p> <p>Understand the importance of record keeping and progress chasing</p> <p>Ability to organise and manage time</p>	<p>Experience of advice work and/or counselling.</p> <p>Knowledge of basic house construction and maintenance issues.</p>
Skills		

Communication/ relationship	<p>Internal: Ability to interpret Grant conditions in order to liaise with colleagues in administrative and technical sections in clear and concise manner.</p> <p>External: Ability to act on behalf of clients with tact, diplomacy and sensitivity and maintain confidentiality an all communications in line with Data protection legislation and any other relevant legislation as directed by Home Improvement team Leader.</p>	Experience of working with vulnerable people in a paid or voluntary capacity.
Analytical/ judgmental	Recognise sensitive situations and have the ability to listen and identify potential solutions. Excellent interpersonal skills.	Experience of working with vulnerable people and awareness of structure and systems within Social Services and/or Health Service teams
Planning/ organisational	<p>Ability to maintain computerised records and extract statistical information.</p> <p>Ability to prioritise workload and liaise closely with other team members to maintain continuity of service.</p> <p>Adapts interpersonal style to suit different people or situations</p>	
IT	<p>Competent in the use of common software tools such as Word, Excel etc.</p> <p>Confident in the use of computerised database systems</p>	Familiar with Google suite ; Google mail, sheets, Google drive etc
Abilities		
Physical	<p>Ability to drive.</p> <p>Ability to work flexible hours.</p>	

Mental	<p>Professional manner, with the ability to interact with interest and empathy with vulnerable adults.</p> <p>Ability to work alone in the field to make initial assessment of cases.</p>	
Emotional	<p>Professional, resilient, tactful, flexible and diplomatic.</p> <p>Ability to keep emotions under control during difficult situations</p>	Capability of dealing with situations involving finances, illness, disability and death.
Working conditions / Style	<p>Willing and able to work in conditions that can be unpleasant, hot, smoky and malodorous, when visiting clients at home.</p> <p>Split between office base and travel to various local properties.</p> <p>Regular driving</p>	
<p>Other:</p> <ul style="list-style-type: none"> Post holder must hold a current driving licence with no more than 3 penalty points 		