



ADUR & WORTHING  
COUNCILS

**Person Specification**

<b>Authority:</b>	ADC / WBC
<b>Directorate:</b>	Communities
<b>Section:</b>	Housing: Housing Needs
<b>Post Title:</b>	Landlord Support and Resettlement Assistant
<b>Post Number:</b>	
<b>Accountable to:</b>	Acquisition and Landlord Support Coordinator
<b>Management responsibility for:</b>	None
<b>Authority to liaise with:</b>	<p>Internal: Revenue and Benefits, Environmental Health, Safer Communities, Adur Homes, Housing Solutions, Finance, Legal.</p> <p>External: Members of the Public, other Local Authorities, Benefits Agencies, Government Departments, Registered Providers, Supported Housing Providers, Private Sector Landlords and Lettings Agents, Bailiffs, Social Services, Police, Probation Service, Health Professionals, Solicitors, other Agencies, such as advice agencies and support providers, Voluntary Sector</p>

Area	Requirements	
Qualifications	Essential	Desirable
	Educated to GCSE levels or equivalent	
Knowledge & Experience		
(e.g. Technical, Administrative, Managerial – use one or more categories as/where appropriate)	<p>Understands the diverse functions of a large complex public organisation</p> <p>An understanding of the needs of homeless households</p>	<p>Knowledge of private sector housing law and security of tenure, particularly Assured Shorthold Tenancies</p>

	<p>Understanding of Welfare Benefits</p> <p>Understanding of partnership working</p> <p>Understand the challenges of resettling a homeless household into permanent accommodation</p>	<p>Experience of working with private landlords in a Local Authority or private sector lettings agency</p>
<b>Skills</b>		
Communication/ relationship	<p>Writes clearly and succinctly, conveying key information effectively and creating a positive impact</p> <p>Speaks in a clear and confident way, getting the key points across to a diversity of audiences</p> <p>Strong relationship building skills with ability to interact positively with vulnerable customers who are distressed or have complex needs.</p>	<p>Ability to work with a range of internal and external partners to manage and support the best outcomes for customers</p>
Analytical/ judgmental	<p>Negotiates successfully, remaining open to suggestions, whilst significantly influencing outcomes</p> <p>Reaches sound judgements after careful and systematic evaluation of relevant facts</p>	
Planning/ organisational	<p>Good financial awareness and ability to undertake financial assessments</p> <p>Able work as part of a team and on own initiative</p> <p>Excellent time management and organisational skills</p>	
IT	<p>Solid IT skills, including competence with word processing, spreadsheets, databases and email, and the ability to learn how to use new IT applications</p>	
Physical	<p>Able to work across various locations</p>	.

Other	An understanding of and commitment to confidentiality and professional boundaries  An understanding of equal opportunities and how it can be applied within the role	
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