

**Newcastle-under-Lyme Borough Council****PERSON SPECIFICATION****Job Title:** Housing Advisor**Grade:** 8**Post Ref:****Date:** June 2025

<b>FACTOR</b>	<b>ESSENTIAL</b>	<b>HOW ASSESSED</b>	<b>DESIRABLE</b>	<b>HOW ASSESSED</b>
<b>(1) Relevant Experience</b>	<p>Experience of homelessness, housing advice delivery and housing register services.</p> <p>Experience of managing complex cases including homelessness prevention, domestic abuse, vulnerability and complex needs.</p> <p>An advanced level of computer literacy and IT skills including complex databases.</p> <p>Is resilient, emotionally aware, professionally curious and has experience of working under pressure and making decisions (often complex) to tight deadlines.</p>	Application Form/ Interview /References	<p>Experience of working in a political / local government environment.</p> <p>Ability to identify, build and sustain positive working relationships with key partner organisations.</p> <p>Relevant 12 months experience of working in Homelessness</p>	Application Form/Interview/
<b>(2) Formal Academic Qualifications</b>	5 GCSEs at grade A-C (or equivalent) in English and Maths.	Application Form/ Certificates	<p>Educated to degree level or equivalent in a relevant subject area.</p> <p>Post graduate qualification in a relevant subject.</p>	Application Form/ Certificates

FACTOR	ESSENTIAL	HOW ASSESSED	DESIRABLE	HOW ASSESSED
<b>(3) Vocational Qualifications and Training</b>	Safeguarding Training and awareness.	Application form and Certificates		
<b>(4) Specialist Knowledge</b>	<p>Knowledge and understanding of relevant homelessness legislation, case law and Local Government guidance relevant to this field.</p> <p>A working knowledge and understanding of welfare benefits.</p> <p>Knowledge of other statutory partners roles and functions within Partnership environment.</p> <p>Knowledge of the appropriate methods for the access, storage and management of confidential and sensitive data.</p> <p>Awareness of the need to maintain appropriate personal boundaries with customers and in particular children/young people/vulnerable adults.</p>	Application Form/ Interview	<p>Knowledge of local safeguarding arrangements for children and adults at risk of harm and neglect.</p> <p>Understanding of Children Act 1989 and Children Leaving Care Act 2000.</p>	Application Form/ Interview
<b>(5) Special Working Conditions</b>	<p>Willing to undertake regular (on a rota) out of hours work (evenings and weekends).</p> <p>Willing to undertake training and continue personal development.</p> <p>All employees are required to comply with the Authority's No Smoking Policy.</p>	Application Form/ Interview	Full driving licence and access to a suitable means of transport for work purposes.	

<b>(6) Core Competencies</b>	<b>DEFINITION</b>	<b>HOW ASSESSED</b>	<b>LEVEL</b>
<b>Planning &amp; Organising</b>	1. Has the ability to organise own time effectively and creates own work schedules, prioritises, prepares in advance and sets realistic timescales. 2. Accepts constructive feedback and makes adjustments accordingly. 3. Shows an awareness of how their actions affect others. 4. Deals with ambiguity and remains focussed/positive and able to adjust to changes. 5. Adapts and works effectively in different situations in order to carry out a variety of tasks, whilst remaining calm and level headed under pressure.	Interview	2     2     2     2     2
<b>Continuous Improvement</b>	6. Has the ability to set and meet challenging goals, creating own measures and consistently seeks ways of improving performance. 7. Awareness of own shortfalls and takes charge of personal development to keep skills up-to-date whilst developing knowledge within a particular area through learning. 8. Demonstrates 'lean thinking' techniques. Encourages others to challenge existing ways of doing things.	Interview	3     3     3
<b>Job Knowledge</b>	10. Is well informed and educated in performing to the level expected for the job. 11. Seeks to understand how their job supports the strategic direction of the Authority.	Interview/Application form	3  3

<b>(6) Core Competencies</b>	<b>DEFINITION</b>	<b>HOW ASSESSED</b>	<b>LEVEL</b>
<b>Communication</b>	<p>12. Communicates information clearly, accurately, positively and in a timely manner.</p> <p>13. Listens attentively and responds thoughtfully to the needs, ideas and opinions expressed by others</p> <p>14. Demonstrates required skill in all forms of written, oral and technological communication.</p> <p>15. Changes communication style and approach to meet the preference of those with whom they are dealing with or of people from diverse backgrounds</p> <p>16. Explains reasons for the actions and seeks others opinions.</p>	Interview	<p>3</p> <p>3</p> <p>3</p> <p>3</p> <p>3</p>
<b>Customer Service &amp; Support</b>	<p>17. Provides excellent service to external/internal customers by focusing on understanding and meeting customer needs.</p> <p>19. Treats diverse range of customers with respect and understanding.</p> <p>20. Responds to requests in a timely and courteous manner and always strives to represent a positive image of the Authority.</p> <p>21. Actively seeks customers' views to shape strategies and plans through: questionnaires, surveys, suggestion box, and interactive internet pages.</p>	Interview	<p>3</p> <p>3</p> <p>3</p> <p>3</p>
<b>Leadership/ Management</b>	<p>22. Has the ability to inspire individuals to give their best to achieve a desired result</p> <p>23. Promotes a trusting and empathetic environment and equality of opportunity</p> <p>24. Has the ability to motivate and lead a team to ensure</p>	Interview	<p>2</p> <p>2</p> <p>2</p>

(6) Core Competencies	DEFINITION	HOW ASSESSED	LEVEL
	<p>effective performance against performance indicators.</p> <p>25. Provides effective leadership and values to the team, passing on own skills and knowledge where possible, by using an effective coaching style.</p> <p>26. Gives credit to others in recognition of their contribution/achievements.</p> <p>27. Exhibits confidence in financial management, uses the appropriate language i.e. budget, forecast, assets, revenue, shortfall, surplus etc. Discusses the financial implications of decisions, linking decisions to budget provisions.</p> <p>29. Has the ability to negotiate and influence others to obtain a 'win win' solution</p> <p>30. Plans the use of deployment of resources and shares information about how things are progressing against plans and what changes will be made to plans as a result.</p> <p>31. Has the ability to delegate the appropriate tasks taking in to consideration subordinates skills and abilities</p> <p>32. Makes decisions confidently and quickly when necessary.</p> <p>33. Involves staff and others in decisions that affect them and invites people to ask questions about decisions.</p> <p>34. Effectively works with Partners, whilst establishing new partnership working and influencing key stakeholders and partners to contribute to the Authority's objectives.</p>		<p>2</p> <p>2</p> <p>2</p> <p>2</p> <p>2</p> <p>2</p> <p>2</p> <p>2</p> <p>2</p>
<b>Strategic Thinking</b>	<p>36. Takes an overview and identifies patterns, terms and long term possibilities.</p> <p>37. Creates and shapes a vision for the future and fits in with the Authority's long term objectives.</p>	Interview	<p>3</p> <p>3</p>

(6) Core Competencies	DEFINITION	HOW ASSESSED	LEVEL
	<p>38. Agrees shared goals and processes with key stakeholders where there may be benefit in collaborating.</p> <p>39. Creates or contributes to the creation of long term plans for the service area based on the vision for the service area and the overall Authority.</p> <p>40. Summarises the likely risks and rewards associated with the proposed approach.</p>		<p>3</p> <p>3</p> <p>3</p>
<b>Change Management</b>	<p>41. Ability to modify style in order to reach goals and to maintain effectiveness within changing environments and with varying responsibilities</p> <p>42. Coaches others to understand what steps they need to take to implement a change situation, whilst referring to change as an opportunity.</p> <p>43. Helps others to understand what steps they need to take to implement a change situation.</p> <p>44. Demonstrates a continuous positive attitude whilst embracing change initiatives.</p>	Interview	<p>3</p> <p>3</p> <p>3</p> <p>3</p>
<b>Managing Performance</b>	<p>45. Effectively plans, monitors and controls their own and subordinates performance.</p> <p>46. Actively helps others to improve performance and provides constructive feedback.</p> <p>47. Tackles issues of poor performance by agreeing clear SMART objectives.</p> <p>48. Ensures that people are clear about their own responsibilities and accountabilities.</p> <p>49. Treats mistakes and problems as an opportunity for learning.</p>	Interview	<p>3</p> <p>3</p> <p>3</p> <p>3</p> <p>3</p>

<b>(6) Core Competencies</b>	<b>DEFINITION</b>	<b>HOW ASSESSED</b>	<b>LEVEL</b>
	<p>50. Celebrates successes and treats them as an opportunity for learning.</p> <p>51. Promotes a culture where feedback on performance is encouraged, using examples of behaviour and asks people to share with each other at meetings how they think things are going.</p> <p>52. Gives clear and honest feedback on performance, using plain language and examples to describe person's behaviour and not referring to personality.</p>		<p>3</p> <p>3</p> <p>3</p>
<b>Treating People Fairly</b>	<p>53. Has the ability to demonstrate through behaviour and language, commitment to the council's Equal Opportunities Policy, both within the workplace and in service provision.</p>	Interview	3
<b>Health &amp; Safety</b>	<p>55. Demonstrates an ability to ensure any agreed safety rules or procedures are effectively implemented within their areas of responsibility whilst helping others to understand their responsibilities and obligations.</p>	Interview	2