

we are aspire



Person Specification: Allocations Advisor			
	Requirement	Essential (E) or Desirable (D)	Assessed by
Qualifications or training	• GCSE in English and Maths at Grade C or above or equivalent	E	A/C
	• NVQ in Customer Service, ICS or similar	D	A/C
Experience	• Has worked within an Allocations role, administering the verification and offer process	D	A/I
	• Has worked within a team environment, supporting colleagues to achieve key performance targets	E	A/I
Knowledge ,Skills and Abilities	• An understanding of Housing Legislation and statutory guidance affecting Allocations	D	A/I
	• Knowledge of Allocations and Lettings processes	E	A/I
	• IT literate with good keyboard skills	E	A/I
	• Interpersonal and communication skills	E	I
	• Good level of literacy and numeracy	E	I
	• General clerical skills	E	A/I
	• Organisation skills including managing a diverse workload	E	I

Development Officer

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Person Specification: Allocations Advisor			
Other	• Able to be flexible in approach to hours worked and attend evening meetings.	E	I
	• Ability to deal with demanding performance targets	E	I
	• A commitment to customer care	E	I

Assessment Methods Key

Application (A)

Interview (I)

Certificates (C)

Presentation (P)

Test (T)

Development Officer

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