

**BRISTOL CITY COUNCIL****PERSON SPECIFICATION**

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|-------------------------|----------------------------------|
| Job title: | Senior Income Officer (HRA) |
| Bristol grade: | BG9 |
| Managed by: | Team Leader – Income (HRA) |
| Responsible for: | No direct reports |
| Directorate: | Growth and Regeneration |
| Service area: | Housing Revenue - Income Service |

| Preferred assessment method | |
|------------------------------------|----------------------|
| A | Application |
| AC | Assessment centre |
| I | Interview |
| PA | Practical assessment |
| P | Presentation |
| T | Test |

The table below sets out the essential and desirable knowledge skills and aptitude required to do this role.

Essential (MUST HAVE) = minimum skills, qualifications, knowledge and experience required to perform in the role

Desirable (COULD HAVE) = skills, qualifications, knowledge and experience required that will help the jobholder to perform in the role

| Requirement - ESSENTIAL | Method |
|--|----------------|
| Income collections experience or knowledge. | A, I |
| Problem solving and analytical skills with the ability to determine resident requirements and support the chosen course of action. | A, T, I |
| Demonstrable experience of delivering customer service excellence in writing, on the phone and in person. | A, I |
| Good counselling and negotiation skills with an empathetic attitude towards residents. | A, T, I |

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|--|----------------|
| Good working understanding of the welfare benefits system: including Housing Benefit and Universal Credit. | A, I |
| Organisational skills with the ability to prioritise workloads to meet deadlines and an ability to act upon own initiative. | A, I |
| Experience of working to and exceeding targets with a focus on output and quality. | A, I |
| Able to demonstrate knowledge and/or experience of equalities and diversity issues. | A, I |
| Knowledge of the current issues facing local authority housing and landlord services. | A, I |
| Effective communication skills, self-assurance, with the ability to convey contractual rights and to resolve confrontational situations AND the ability to converse with citizens and provide complex information in accurate spoken English, or through a BSL interpreter. | A, I |
| Have a working knowledge of business and teamworking applications, for example Microsoft 365 or equivalent, including email, word processing, spreadsheet, browser, team collaboration applications, and have a willingness to learn new applications and technology as required. | A, T, I |

| Requirement – DESIRABLE | Method |
|---|---------------|
| Broad-based knowledge and or experience of other services provided by Homes and Landlords Services. | A |
| Knowledge of the legislation affecting tenancy management, ministry of Justice protocol and other welfare benefits and an ability to convey these to residents and staff in an assertive and professional manner. | A |