

1. Service Skills and Knowledge needs

APPENDIX 2

Service: Housing Operations

This matrix defines the skills and knowledge needed to deliver the service

Job Title	Grade of Post	Job Specific - Minimum Qualifications*	Housing law	Landlord and tenant Law	Planning law	Housing policy and procedures	Planning policy and procedures	Housing strategy	Housing and council tax benefits	Economic development and regeneration	Housing systems	Lone Working	Research skills	Partnership working	Health and safety	Report writing	Customer focus	Communication skills	IT Skills	Financial management	Evidence gathering / Investigation skills	Project management skills	Working with Elected Members	Contract management
Housing Needs and Enabling Manager	1		1	1	1	3	3	3	1	2	0	0	3	3	1	3	0	3	2	3	2	3	3	3
Senior Housing Options Practitioner	4		3	2	1	3	0	3	3	1	3	1	2	3	1	2	2	3	2	2	2	3	2	1
Senior Housing Options Practitioner (POAL)	4		2	2	1	3	0	3	2	1	3	2	2	3	1	2	2	3	2	2	2	3	3	1
Senior Development and Initiatives Officer	5		3	1	1	3	3	3	1	1	1	0	3	2	1	2	2	3	2	2	2	3	2	1
Housing Options Officer	8-7		3	3	1	2	0	2	2	1	3	3	1	3	1	2	2	2	2	1	2	1	2	0
Housing Options Liaison Officer	8-7		3	3	1	2	0	2	2	1	3	3	1	3	1	2	2	2	2	1	2	1	2	0
Housing Options Officer (POAL)	8-7		3	3	1	2	0	2	2	1	2	3	2	3	1	2	2	2	2	1	2	1	2	0
Temporary Accommodation Coordinator	8-7		2	2	1	2	0	2	3	1	2	3	2	3	1	2	2	2	2	3	2	1	2	0
Homemove Officer	8-7		2	2	0	2	0	2	2	0	1	2	1	2	1	1	2	1	2	0	2	0	0	0
Homelessness Policy Officer	6		1	1	0	2	0	2	0	1	2	0	3	3	1	2	1	3	2	0	0	2	1	1
LetStart Coordinator	6		1	2	0	2	0	2	2	0	1	2	1	2	1	2	2	1	2	0	2	1	0	0

* Where employees do not hold the qualification, equivalent competence must be demonstrated. Otherwise, development is required

1b. Service Skills and Knowledge descriptors

This matrix describes the levels of skills and knowledge required

Competency	Level 1 Description	Level 2 Description	Level 3 Description
Housing law	Basic understanding of Part VI and VII Housing Act 1996 as amended	Good practical understanding of Part VI and VII Housing Act 1996 as amended and ability to advise others	In depth and up to date understanding of Part VI and VII Housing Act 1996 as amended and the ability to assess the impact of new legislation/case law and adapt accordingly
Landlord and tenant Law	Basic understanding of n landlord and tenant legislation	Good practical understanding of landlord and tenant legislation and ability to advise others	In depth and up to date understanding of landlord and tenant legislation and the ability to assess the impact of new legislation/case law and adapt accordingly
Planning law	Basic understanding of national/regional planning law	Good practical understanding of national/regional planning law and ability to advise others	In depth and up to date understanding of national/regional planning law and the ability to assess the impact of new legislation/case law and adapt accordingly
Housing policy and procedures	Basic understanding of Housing policies and procedures and ability to advise the public	Good practical understanding of all Housing policies and procedures and ability to advise the public and other officers	In depth knowledge of all Housing Policies and procedures and ability to develop and implement new policies and procedures
Planning policy and procedures	Basic understanding of Planning policies and procedures and ability to advise the public	Good practical understanding of all Planning policies and procedures and ability to advise the public and other officers	In depth knowledge of all Housing Planning and procedures and ability to develop and implement new policies and procedures
Housing strategy	Basic understanding of Housing strategies	Good practical understanding of Housing strategies and ability to contribute to development and implementation	In depth knowledge and advanced practical experience of developing and implementing Housing strategies
Housing and council tax benefits	Basic understanding of housing and council tax benefits, entitlement and relevant case law and the acts under which we commonly prosecute or impose sanctions	Detailed knowledge of housing and council tax and benefits, entitlement and good knowledge of the law against which we can prosecute or impose sanctions	Detailed knowledge of housing and council tax benefits, entitlement and evidence knowledge is up to date. Expert knowledge on the relevant law against which we can prosecute or impose sanctions
Economic development and regeneration			
Housing systems	Basic understanding of the Housing system and ability to input and retrieve data	Good understanding of the Housing system and its capabilities and an ability to input structure or process changes	In depth knowledge and advanced practical experience of the Housing system ability to develop and implement new systems/modules and advise users
Research skills	Ability to undertake basic research using a variety of resources	Ability to undertake complex and detailed research and report findings	Ability to undertake complex and detailed research and interpret and summarise results
Partnership working	Basic working knowledge of local community partnership arrangement	Good understanding of local community partnership arrangements and their links to the Council's organisational goals	In depth knowledge of community partnerships and ability to achieve Council goals through partnership working
Health and safety	Basic understanding of personal and workplace health and safety	Good practical knowledge of Health and Safety procedures and ability to implement recommendations and risk assessments relevant to service	In depth practical knowledge of Health and Safety policy, regulations and reporting procedures. And ability to assess the impact of new legislation and adapt accordingly

Report writing	Basic understanding of the report writing requirements in job context	Good understanding and ability to produce short reports and summaries for both Members and Officer level meetings	Ability to produce both detailed reports and concise summaries for CMG and Member level meetings
Customer focus	Able to interface with the public demonstrating the appropriate attitude for the circumstances and without causing complaint	Able to interface with the public establishing a good rapport where appropriate and able to control meetings/exchanges especially where a member of the public starts to exhibit anger	An in depth knowledge and extensive experience of dealing with clients/customers at all levels and ability to reconfigure or reshape the service to meet the client's needs on a timely basis
Communication skills	Provide clear, concise and understandable instructions both verbally and in writing appropriate to the audience	How to provide clear, concise and understandable instructions	Excellent communications skills to influence, inspire and involve others.
IT Skills	Basic understanding Microsoft Office products.	A good practical knowledge of Microsoft Office products and an ability to improve productivity through their use.	In depth knowledge of Microsoft Office products and an ability to improve productivity within the service through their use
Financial management	Basic understanding of financial management and operating processes and procedures – ability to input & retrieve data	Good practical understanding of financial management and operating processes and procedures and ability to input & retrieve data and ability to advise others	In depth knowledge of financial management and operating processes and procedures and ability to develop and implement changes to financial management processes and procedures
Evidence gathering / Investigation skills	Basic understanding of the rules of investigation and evidence gathering.	Good practical understanding of the rules of investigation and evidence gathering affecting day to day work	In depth understanding of the rules of evidence gathering enabling supervision of ongoing operations.
Project management skills	Basic knowledge of project management	Proven experience of co-ordinating and completing complex projects within timescale	Ability to lead project teams completing all stages of complex projects within timescale and agreed outcomes
Working with Elected Members	Basic understanding of the role of the Elected Representative in Local Government context	A good understanding of the role of the elected representative of the Council and ability and experience of handling requests for information or legal advice accurately and confidentially	An in depth experience of working with and of advising Elected representatives in relation to complex Local Authority Legal and Governance issues
Contract management	Understanding of contract management procedures and ability to advise others	Good practical understanding of the Council's contract management procedures and ability to tender, negotiate and manage small and medium contracts	In depth knowledge and understanding of contract management principles and ability to tender, negotiate and manage large contracts