|  |  |  |  |
| --- | --- | --- | --- |
|  | Essential | Desirable | Method of Assessment (see list below) |
| Education and Qualifications |
| Housing qualification or equivalent experience | X |  | AF/I |
|  |  |  |  |
| Experience |
| Experience of pursuing debt in a busy, pressured environment | X |  | AF/I |
| Dealing with customers in a face to face/telephony environment | X |  | AF/I |
|  |  |  |  |
| Skills, knowledge and ability |
| Housing management policies and procedures | X |  | AF/I |
| Ability to develop relationships with others  | X |  | I |
|  |  |  |  |
| Personal characteristics |
| Able to negotiate and influence others | X |  | I |
| Confidence and resilience | X |  | I |
| Other |
| Flexible approach to hours worked | X |  | I |
| Have their own transport | X |  | AF/I |

AF = Application form

I = Interview

T = Testing