

**HELPLINE CO-ORDINATOR  
PERSON SPECIFICATION**

|                                  | <b>Essential</b>   | <b>Desirable</b>  |
|----------------------------------|--|---|
| <b>Education/<br/>Training</b>   | *A good standard of education with strong skills in numeracy & literacy.   | * Evidence of relevant qualification in a relevant discipline<br>e.g. Housing / law / advice<br><br>* Evidence of having completed accredited housing and homelessness related training.  |
| <b>Experience/<br/>Knowledge</b> | * At least 1 year's full-time (or equivalent part-time) experience, obtained within the last 3 years, of providing advice on housing and homelessness related issues to the public in a social welfare context.<br><br>*At least 1 year's full-time (or equivalent part-time) demonstrated experience, obtained within the last 3 years, of working in a customer/client focused environment as part of a team.<br><br>* Experience of using IT Microsoft Office, databases and telephony systems in a customer focused environment.<br><br>*Previous supervisory experience gained within the last 5 years.<br><br>*Demonstrated experience of delivering advice via digital channels<br><br>*Experience in the collation and evaluation of service related monitoring data | * At least 1 years full time (or equivalent part-time) demonstrated experience of handling complex telephone enquiries in difficult situations.<br><br>* Experience of listening and questioning with an ability to manage challenging situations.<br><br>* At least 12 months full-time (or equivalent part-time) supervisory experience gained within the last 3 years. |
| <b>Skills/<br/>Attributes</b>    | Minimum typing speed of 30 words per minute.<br><br>Demonstrated ability to communicate effectively both verbally and in writing<br><br>Good interpersonal and teamwork skills<br><br>Ability to plan and organize own workload<br><br>Ability to work with accuracy and attention to detail with minimum supervision in a pressurised environment.  | Minimum typing speed of 40 words per minute.  |
| <b>Values</b>                    | Understanding and commitment to the aims and values of Housing Rights.   |   |
| <b>Other</b>                     | * Must be flexible in order to accommodate shift patterns if required.   |   |

\* Denotes criteria to be used in short-listing process.