



**CANDIDATE PROFILE**  
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**POST TITLE**            Neighbourhood Co-ordinator  
**SERVICE**                Neighbourhood and Regeneration Team  
**WORKBASE**

**SELECTION CRITERIA**

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>ASSESSED BY</b>
<b>QUALIFICATIONS</b>	Evidence of competency in mathematics and English	Holds or is studying for MCIH or other Housing qualification	Application form and evidence qualifications
<b>TECHNICAL SKILLS</b>	Demonstrates understanding of current housing issues	Provides examples of use of housing management experience in a RSL, Local Authority, RSL or similar	Application form and interview evidence
<b>BEHAVIOURAL COMPETENCIES:</b> <b>Business Focus and Development</b>	Demonstrates some knowledge of how the business area performs, operating procedures and services provided.	Provides evidence of contributing towards new business development and efficiencies	Application form and interview evidence
<b>Customer Focus</b>	Has some experience of recognising, understanding and meeting customers needs in the social housing field	Has experience of working within customer partnerships to help shape customer expectations	Application form and interview evidence

<b>Communication</b>	Provides examples of communication to groups e.g. presentations, chairing meetings etc, including seeking respecting the views of others	Can contribute to the Company's communication strategy	Application form and interview evidence
<b>Development and Coaching</b>	Can provide evidence of own development	Can provide evidence of own development and supporting and helping others	Application form and interview evidence
<b>Drive and commitment</b>	Can provide examples of exceeding the requirements of a job and trying to help others	Can provide evidence of striving for excellence, encouraging and supporting others to give their best	Application form and interview evidence
<b>Innovation and problem solving</b>	Understands the concept of continuous improvement of a business	Provides examples of contribution to continuous improvement of a business through challenge, flexibility, imagination and creative problem solving	Application form and interview evidence
<b>Performance Improvement</b>	Can provide examples of contribution to performance improvement	Can provide evidence of working within a performance management culture and KPI's	Application form and interview evidence
<b>Team Working</b>	Shows commitment to supporting, co-operating and working with team, residents and partners	Can provide evidence of contribution to a team of colleagues/residents/partners to achieve objectives	Application form and interview evidence
<b>OTHER REQUIREMENTS</b>	Full clean driving licence, has available transport, compliance with No Smoking Policy  Willingness to work outside office hours on occasions		

**NOTE TO DISABLED APPLICANTS**

Disabled candidates who *demonstrate* that they meet the 'essential' requirements of the post will be guaranteed an interview. Disabled candidates who do not meet the essential requirements in every respect but who feel that, with reasonable adjustments, they are suitable for appointment will be interviewed if they can *demonstrate* their suitability to the satisfaction of the short-listing panel. It is important in such cases that candidates clearly identify (both under Section 6 of the application form - Information in Support of your Application - and on the Equal Opportunities Monitoring Form) those areas where they would wish the Company to consider making reasonable adjustments