

**Employee Specification**  
**Better Outcomes Service - Resource Worker**

When completing your application please ensure that you demonstrate how you meet these criteria. This will be assessed either by application form, interview or from references

Criteria		Essential	Desirable	How this will be assessed
<b>Experience</b>	1. Experience of working with the public 2. Experience of working with Office administration systems 3. Experience of scheduling meetings and appointments 4. Experience of answering telephone and email enquiries 5. Experience of drafting letters and minute taking	✓ ✓ ✓ ✓ ✓		Application App & Interview App & Interview App & Interview App & Interview
<b>Knowledge</b>	6. Knowledge of homelessness and housing issues 7. A working knowledge of Microsoft Office applications 8. A working knowledge of databases 9. Knowledge of office management systems and procedures	✓ ✓ ✓	✓	App & Interview App & Interview App & Interview App & Interview
<b>Skills</b>	10. Good organisational skills and ability to work to time schedules 11. Ability to work on own initiative and be a team player. 12. Ability to communicate assertively with a wide range of people 13. Ability to speak another language	✓ ✓ ✓	✓	App & Interview App & Interview App & Interview App & Interview
<b>Attitude</b>	14. An understanding of issues surrounding confidentiality 15. A willingness to learn and undertake training 16. To have an understanding and commitment to the implementation and development of Equality and Diversity practices 17. To have a non-judgemental approach to working with people 18. Willing to attend early evening meetings and arranged visits	✓ ✓ ✓ ✓ ✓		App & Interview App & Interview App & Interview App & Interview App & Interview