# Shortlisting questions for Housing Service Advisor

## Guidance for applicants

As part of your application, you will need to provide answers to some shortlisting questions.

Do not send this document as a separate attachment. You will answer these questions on the online application system.

Your answers to the shortlisting questions are the most important part of your application. They will be used in the shortlisting process to assess whether:

* you meet the essential requirements for the role set out in the person specification
* you should be offered an interview.

Before you start your application, please read our guidance on [completing the application form](https://www.brighton-hove.gov.uk/jobs/council-jobs/application-form-guidance) and [on answering shortlisting questions](https://www.brighton-hove.gov.uk/jobs/council-jobs/shortlisting-questions-guidance). These give important advice which will increase your chance of success in the shortlisting process.

These are the questions you will be asked in the online application for this role. Do not answer them on this document. Instead, add your answers in the boxes that will appear as you go through the online application process.

1. Please tell us what experience you have had of working in a demanding, customer focused role including experience of working emails and communicating with people over the phone

1. Please tell us what experience you have had of working with customers who may be facing difficult or challenging circumstances.
2. Please tell us what skills you have used and think are important to deliver good customer service.
3. Please tell us what experience you have had of having to keep accurate written records and what systems you have used to keep these records.
4. Please tell us about your experience of working with other people, and what is important when working as part of a team.