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**Shortlisting questions for Temporary Accommodation Visiting Officer**

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

Your answers to the shortlisting questions are the most important part of your application as they will be used in the shortlisting process to assess whether you meet the essential requirements for the role that are set out in the person specification and to decide whether 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) as these give important advice which will increase your chance of success in the shortlisting process.

These are the questions you will be asked for this role. Please type or paste your answers to them in the boxes that will appear as you go through the online application.

1. Please tell me about your technical knowledge of building Maintenance?
2. What experience do you have of working in a pressurised customer-focused environment?
3. Please tell us about your knowledge of Health and Safety and fire safety requirements?
4. Please tell us about your time when dealing with complaints and use conflict resolution techniques in situations such as neighbour disputes, supporting victims of crime and working with residents who are committing acts of anti social behaviour as examples but not exclusive?