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**Shortlisting questions for Housing Support 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. Can you describe your experience in providing administrative support to senior managers and directors, particularly in a housing or similar environment?
2. Please summarise your experience of managing complex diaries, organising meetings and taking accurate records at meetings?
3. How do you manage situations and prioritise workloads where you have competing demands?
4. Please can you summarise your experience dealing with complaints/ enquiries/ matters of a sensitive and confidential nature?
5. Can you provide an example of a complex problem you solved independently, and explain the steps you took to resolve it?
6. How do you ensure effective communication and liaison with a diverse range of internal and external contacts, including senior managers, elected members, and service users?