

Person Specification – Assistant Housing Officer (March 2026)

A Person Specification describes the ideal person to fill the job and is a profile of the personal skills and characteristics that will be looked for in the recruitment and selection process, divided into ‘essential’ and ‘desirable’ for an individual to possess in order to do the job.

The Person Specification is used to ensure that our recruitment process is as fair and objective as possible.

Essential	Desirable
1. Education / Qualifications	
<ul style="list-style-type: none"> • Higher Grades or equivalent. • Possession of, or commitment to achieving, recognised housing and maintenance qualifications 	<ul style="list-style-type: none"> • Degree or equivalent in housing or a related discipline.
2. Experience	
<ul style="list-style-type: none"> • Experience of successful delivery of a variable workload with consistently high quality of service to meet critical timescales and performance targets. • Experience of a highly customer focussed environment and working with customers to shape service delivery. • Experience of administration, data processing and record keeping. 	<ul style="list-style-type: none"> • Experience of working in a housing management / maintenance role within social housing or a housing related environment. • Experience of contributing to policies, procedures and / or service improvements. • Staff management experience.
3. Skills / Abilities	
<ul style="list-style-type: none"> • Excellent IT skills including Microsoft Office packages and databases. • Excellent attention to detail, well organised, methodical and high degree of accuracy. • Ability to develop and maintain good working relationships with colleagues, customers and a wide range of external partners to achieve solutions for tenants / Pineview Housing Association. 	<ul style="list-style-type: none"> • Experience of SDM Housing Software.
4. Personal Qualities	
<ul style="list-style-type: none"> • Self-motivated, inclusive and solution focussed. • Takes ownership / accountability for decisions and actions. 	

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| <ul style="list-style-type: none">• Committed to upholding Pineview's Values and Behaviours Framework.• High level of negotiation / mediation/ listening skills.• Flexibility to work outwith office hours if required on occasion. | |
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