

Person Specification – Housing Assistant

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.

Essential	Desirable
1. Education / Qualifications	
<ul style="list-style-type: none"> Higher (or equivalent) passes 	<ul style="list-style-type: none"> A relevant qualification –HNC/HND Evidence of continued professional development in related areas
2. Experience	
<ul style="list-style-type: none"> Experience of a highly customer focussed environment & working with customers to shape service delivery. Experience of delivering objectives / tasks within timescales and to a high standard. Experience of working under pressure and co-ordinating / prioritising a varied and complex workload to meet critical deadlines and timescales. Experience of administration, processing and record keeping. Experience of interpreting data and producing reports. 	<ul style="list-style-type: none"> Experience of working with the public in a social housing / housing related environment Experience of working in housing management. Experience of working in repairs and maintenance.
3. Skills / Knowledge	
<ul style="list-style-type: none"> Proficient user of Microsoft Office packages, IT information systems and databases. Excellent attention to detail and high degree of accuracy 	<ul style="list-style-type: none"> Experience of SDM Housing Software. Knowledge of housing legislation. Knowledge of gas safety legislation Knowledge of repairs diagnosis processes. Full driving licence & access to a car
4. Personal Qualities	
<ul style="list-style-type: none"> Highly organised and flexible. Effective and efficient working with colleagues, contractors and a wide range of external partners. Personal resilience, self-awareness and willingness to learn and adapt. Professional and confident manner in engaging with people, including handling complex and sensitive situations / enquiries. Takes ownership/ accountability for decisions and actions and is solution focussed. Flexibility to work outwith office hours if required on occasion. 	