PERSON SPECIFICATION

Asset Management Assistant

*This person specification is intended to ensure that recruitment is as fair and objective as possible, thereby reducing the possibility of direct and indirect discrimination in recruitment and selection.*

*To assist us in the process, please ensure that your completed application form demonstrates your ability in meeting these attributes.*

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| --- | --- | --- |
| **CRITERION** | **Essential**  **(must have)** | **Desirable**  **(good to have)** |
| **QUALIFICATIONS and TRAINING** | | |
| * Good general standard of education | ✓ |  |
| **EXPERIENCE (PAID and/or UNPAID)** | | |
| * Relevant administration experience * Previous experience of working within the Housing / Property Management sector * Experience of working in a relevant customer service environment | ✓ | ✓  ✓ |
| **SKILLS and ABILITIES** | | |
| * Can prioritise and organise workload * Good written, verbal and communication skills * Good organisational skills * Good computer skills * Respect the confidentiality of the Organisation and its’ staff * Confident in own skills and abilities, and able to work on own initiative, and as part of a team * Ability to communicate information to individuals, being aware of the need to be clear and concise | ✓  ✓  ✓  ✓  ✓  ✓  ✓ |  |
| **CRITERION** | **Essential**  **(must have)** | **Desirable**  **(good to have)** |
| **KNOWLEDGE** | | |
| * Knowledge of and commitment to excellent customer care and equal opportunities * Advanced working knowledge of Microsoft Office, in particular Word and Excel | ✓  ✓ |  |
| **VALUES and ATTUTUDES** | | |
| Motivated, enthusiastic and self-starting with a commitment and drive for organisational improvementIs committed to ensuring high standards, efficiency and good service to all tenantsHas a positive and ‘can-do’ attitudeIs committed to values of openness, accessibility, honesty, integrity, respect for tenants, colleagues, Board members, responsiveness to tenants and local needs  * Understands and is committed to equal opportunities | ✓  ✓  ✓  ✓  ✓ |  |
| **OTHER REQUIREMENTS** | | |
| * Flexible approach to work * Friendly and supportive approach when dealing with others * Can work in an open plan, no smoking, office | ✓  ✓  ✓ |  |