PERSON SPECIFICATION

Temporary Maintenance Supervisor

(Fixed Term12 Months)

*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.*

| **CRITERION** | **Essential****(must have)** | **Desirable****(good to have)** |
| --- | --- | --- |
| **QUALIFICATIONS and TRAINING** |
| * Good general standard of education
* Technical qualification in relevant field
 | ✓ | ✓ |
| **EXPERIENCE (PAID and/or UNPAID)** |
| * Employed in maintenance organisation, contracting or trades person for minimum 2 years
* Previous experience of working within the Estate / Property Management sector
* Experiencing in reporting repairs and diagnosing minor building defects
* Experience in domestic heating systems fault diagnosis
* Has worked or has been involved in a Housing Association
* 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
* Ability 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
 | ✓✓✓✓✓✓✓ |  |
| **KNOWLEDGE** |
| * Knowledge of and commitment to excellent customer care and equal opportunities
* Working knowledge of Microsoft Office, in particular Word and Excel
* Knowledge of domestic construction
* Knowledge of domestic services
* Knowledge of landscaping maintenance
* Knowledge of a Housing Association’s work
 | ✓✓✓✓✓ | ✓ |
| **VALUES and ATTUTUDES** |
| Motivated, enthusiastic and self-starting with a commitment and drive for organisational improvement* Is prepared to work as part of a team and take account of the views of colleagues
* Is committed to review and evaluation as an integral part of effective working

Is 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, and effectiveness* Understands and is committed to equal opportunities
 | ✓✓✓✓✓✓✓ |  |
| **OTHER REQUIREMENTS** |
| * Clean driving licence and access to a vehicle for business use
* Can work at heights and in a confined space
* Flexible approach to work
* Friendly and supportive approach when dealing with others
* Can work in an open plan, no smoking, office
 | ✓✓✓✓✓ |  |