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 | ✓  ✓  ✓  ✓  ✓ |  |