PERSON SPECIFICATION

Corporate Services 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.*

| **CRITERION** | **Essential**  **(must have)** | **Desirable**  **(good to have)** |
| --- | --- | --- |
| **QUALIFICATIONS and TRAINING** | | |
| * Good general standard of education * Relevant qualification or experience in a similar role | ✓  ✓ |  |
| **EXPERIENCE (PAID and/or UNPAID)** | | |
| * Previous experience of working within the Housing Association sector * Experience of working in a relevant customer service environment | ✓ | ✓ |
| **SKILLS and ABILITIES** | | |
| * Good written, verbal and communication skills * Good organisational skills * Good document presentation skills * Ability to operate Microsoft Office to an intermediate level * Confident in own skills and abilities, and able to work on own initiative and as part of a team * Can prioritise and organise workload * Ability to communicate information to individuals, being aware of the need to be clear, concise and maintain confidentiality | ✓  ✓  ✓  ✓  ✓  ✓  ✓ |  |
| **KNOWLEDGE** | | |
| * Awareness of basic HR administration (e.g. annual leave, sickness absence) * Knowledge of Housing Associations |  | ✓  ✓ |
| **VALUES and ATTUTUDES** | | |
| Motivated, enthusiastic and self-startingCommitted 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 | ✓  ✓  ✓ |  |