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-starting 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
 | ✓✓✓ |  |