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
* Qualification, further training, or industry experience within the repairs or social housing environment
 | ✓ | ✓ |
| **EXPERIENCE (PAID and/or UNPAID)** |
| * Relevant administration experience
* Previous experience of working within the Housing / Property Management sector
* Previous experience working with Contractor / external agencies
* Experience of working in a relevant customer service environment
* Experience working on a computerised telephone system
* Experience working with computerised housing management system such as Aareon QL
 | ✓✓ | ✓✓✓✓ |
| **SKILLS and ABILITIES** |
| * Keen attention to detail
* Can prioritise and organise workload
* Good written & verbal communication skills
* Good organisational skills

Good computer skills – Microsoft Office – other specialist systems* 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
* Ability to follow policies and procedures
 | ✓✓✓✓✓✓✓✓✓ |  |
| **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
* Knowledge of Housing Associations’ work
 | ✓✓ | ✓ |
| **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 office with limited personal, private space* Can work from home
 | ✓✓✓ | ✓ |