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 | ✓  ✓  ✓ | ✓ |