

HJALTLAND HOUSING ASSOCIATION LTD

PERSON SPECIFICATION

Job Title: Property Services Assistant

Attributes	Required	Desirable
Skills & Abilities	<ul style="list-style-type: none"> • Articulate and able to communicate at all levels • Ability to provide a positive and sensitive approach to clients. • Self-reliant and able to work effectively under pressure. • A strong team ethic, with a focus on achieving results 	<ul style="list-style-type: none"> • Ability to manage and oversee a piece of work
Experience	<ul style="list-style-type: none"> • Experience of working with the public. • Experience of managing workload within tight timescales • Experience of computers and Microsoft office applications including Word and Excel • Experience of handling complaints and difficult situations • Experience of working with clients who require additional support • Experience of collating information and accurate record keeping 	<ul style="list-style-type: none"> • Experience of Reception duty • Experience of liaising with contractors
Knowledge	<ul style="list-style-type: none"> • Understand importance of effective recording and monitoring • Knowledge of working with office systems 	<ul style="list-style-type: none"> • Understanding of occupational therapy (OT) adaptations • Knowledge of stock control processes
Attainment	<ul style="list-style-type: none"> • Minimum of 4 Standard Grades (Grade 3 or above) or equivalent, including English & Maths • Willingness to learn additional computer applications. • Willingness to undertake further training 	<ul style="list-style-type: none"> • Standard Grade (Grade 3 or above) or equivalent, in Business Management
Other Requirements	<ul style="list-style-type: none"> • Able to maintain confidentiality 	<ul style="list-style-type: none"> • Sympathetic to aims and objectives of the Association • Full Driving Licence