

Hawthorn Housing Co-operative

Person Specification for Housing Assistant [March 2023]

	Essential		Desirable	
<i>Skills & Abilities</i>	<ul style="list-style-type: none"> • Excellent communication skills • Excellent interpersonal and customer care skills • Ability to learn new IT skills • Self-motivated • Enthusiastic • Ability to work to deadlines • Ability to work in a team • Confidence in communicating with members of the public • Good organisational skills 		<ul style="list-style-type: none"> • Accuracy and attention to detail in all areas of work • Be able to work in the evenings 	
<i>Experience</i>	<ul style="list-style-type: none"> • Experience of delivering excellent customer service 		<ul style="list-style-type: none"> • Writing articles for newsletters • Ordering repairs using Pyramid housing management software • Inspecting void houses • Relevant experience in a housing environment 	

	Essential		Desirable	
<i>Values/ Attitudes</i>	<ul style="list-style-type: none"> • A commitment to continuous improvement • Takes responsibility to resolve problems • Will go the extra mile • Embraces change as a positive thing • Understands the nature of confidentiality 		<ul style="list-style-type: none"> • 	
<i>Qualifications</i>	<ul style="list-style-type: none"> • 5 standard grades or SVQ level 3 		<ul style="list-style-type: none"> • HNC 	