

Hawthorn Housing Co-operative
Person Specification for Corporate Services Officer [Temporary post]

	Essential	Desirable
<i>Skills & Abilities</i>	<ul style="list-style-type: none"> • Competent in use of Microsoft Word, Outlook, PowerPoint and Excel • 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 • Be able to work in the evenings (Committee Meetings) 	<ul style="list-style-type: none"> • Minute taking skills • Accuracy and attention to detail in all areas of work • Good understanding of social media
<i>Experience</i>	<ul style="list-style-type: none"> • Experience in an administration function • Experience of delivering excellent customer service 	<ul style="list-style-type: none"> • Relevant experience in a housing environment • Laying out newsletters • Experience in a financial environment • Writing articles for newsletters • Administering gas servicing • Policy writing
<i>Values/ Attitudes</i>	<ul style="list-style-type: none"> • Demonstrates knowledge of equal opportunities principles and practice • A commitment to continuous improvement • Customer focused • Professional approach • Honesty and integrity • Respect for customers and colleagues • A flexible approach to work • Embraces change as a positive thing • Understand the nature of confidentiality 	<ul style="list-style-type: none"> • Able to deal with difficult situations • A belief in Co-operative principles
<i>Qualifications</i>	<ul style="list-style-type: none"> • 5 standard grades or SVQ level 3 	<ul style="list-style-type: none"> • HNC