

PERSON SPECIFICATION
Maintenance Admin Assistant

The successful candidate will possess the following:

Skills	<p>Excellent numeracy, communication, and IT skills (E)</p> <p>Good problem solving and decision-making skills (E)</p> <p>Working knowledge of MS Office software packages (E)</p> <p>Knowledge of SDM software (D)</p>
Knowledge & Experience	<p>Experience of working in customer facing environment (E)</p> <p>Held an administrative or customer services role in social housing (D)</p> <p>Knowledge and understanding of best practice in administration (E)</p> <p>Property repairs and maintenance administration (D)</p> <p>Experience of using Housing Management and CRM systems (D)</p>
Attributes (E)	<p>Demonstrate excellent customer services</p> <p>Care and understanding of tenants and other service users needs</p> <p>Commitment to continuous improvement</p> <p>Be an effective team player</p> <p>Ability to manage and prioritise workload</p>
Qualifications	Customer Service or Admin qualification (D)

Team Behaviours - all members of staff are required to deliver the following behaviour (E)	<p>Compassion</p> <p>Collaboration</p> <p>Flexibility</p> <p>Professionalism</p>
Key	<p>(E) Essential</p> <p>(D) Desirable</p>