

PERSON SPECIFICATION

Maintenance Admin Assistant

The successful candidate will possess the following:

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

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