PERSON SPECIFICATION FOR HOUSING ASSISTANT HILLHEAD HOUSING ASSOCIATION 2000

<u> </u>	HILLHEAD HOUSING ASSOCIATION	J14 2000
ATTRIBUTES	ESSENTIAL THE MINIMUM ACCEPTABLE LEVELS FOR SAFE AND EFFECTIVE JOB PERFORMANCE	DESIRABLE THE APTITUDES OF THE IDEAL CANDIDATE
ATTAINMENTS 1. EDUCATIONAL (E.G. MINIMUM REQUIREMENTS)	EDUCATED TO SCOTTISH HIGHER LEVEL; OR EQUIVALENT EXPERIENCE WITH EVIDENCE OF EQUIVALENT ABILITY	HIGHER ENGLISH OR EQUIVALENT RELEVANT HOUSING QUALIFICATION
2. OCCUPATIONAL (E.G. EXPERIENCE)	EXPERIENCE OF WORKING WITHIN A HOUSING MANAGEMENT TEAM IN THE SOCIAL RENTED SECTOR FOLLOWING POLICIES, PROCEDURES AND GUIDANCE IN RELATION TO KEY TASKS. KNOWLEDGE OF CURRENT GOOD PRACTICE IN HOUSING MANAGEMENT EXPERIENCE OF WORKING WITH THE PUBLIC BOTH FACE TO FACE AND OVER THE TELEPHONE EXPERIENCE IN WORKING WITH INTEGRATED HOUSING MANAGEMENT COMPUTER SYSTEMS	EXPERIENCE WORKING WITH OMNILEDGER HOUSING MANAGEMENT SYSTEM KNOWLEDGE OF BASICS OF HOUSING BENEFIT & UNIVERSAL CREDIT KNOWLEDGE OF RSL ALLOCATION PROCESSES
PERSONAL QUALITIES (E.G. ACCEPTABILITY, MOTIVATION, JUDGEMENT, DISPOSITION)	ABILITY TO WORK ON OWN INITIATIVE. ABILITY TO MANAGE A DIVERSE WORKLOAD ABILITY TO MAINTAIN ACCURACY & ATTENTION TO DETAIL ABILITY TO WORK AS PART OF A SMALL TEAM. FLEXIBLE APPROACH TO WORK ENTHUSIASTIC & RESILIENT ATTITUDE STRONG INTERPERSONAL & COMMUNICATION SKILLS COMMITMENT TO EQUALITY, DIVERSITY & INCLUSION COMMITMENT TO VALUES OF HILLHEAD HA	ABILITY TO LISTEN AND COMMUNICATE WITH STAFF & CUSTOMERS AT ALL LEVELS EFFECTIVELY. COMFORTABLE WITH LONE WORKING
SPECIAL APTITUDES (E.G. ARITHMETICAL, MANUAL DEXTERITY, DRIVING LICENCE)	NUMERATE AND COMPUTER LITERATE WITH A PROFICIENCY IN MS OFFICE APPLICATIONS e.g. Word, Excel, PowerPoint etc	ABILITY TO ANALYSE DATA & COLLATE REPORTS ADVANCED EXCEL SKILLS

PERSON SPECIFICATION FOR HOUSING ASSISTANT HILLHEAD HOUSING ASSOCIATION 2000

CIRCUMSTANCES	OFFICE BASED 4 DAYS PER WEEK	DRIVING LICENCE AND
(E.G. ABILITY TO MEET SPECIAL DEMANDS OF THE JOB SUCH AS EVENING WORK)	AS A MINIMUM.	ACCESS TO A CAR
		ABILITY TO ATTEND
		EVENING MEETINGS AND
		OCCASIONAL WEEKEND
		WORK
PREPARED BY: PAULA	A MCCANN	
DESIGNATION: HEAD	OF HOUSING SERVICES	