

HILLHEAD HOUSING ASSOCIATION 2000
FINANCE & CORPORATE SERVICES ASSISTANT GRADE 6
PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL <small>THE MINIMUM ACCEPTABLE LEVELS FOR SAFE AND EFFECTIVE JOB PERFORMANCE</small>	DESIRABLE <small>THE APTITUDES OF THE IDEAL CANDIDATE</small>
ATTAINMENTS 1. EDUCATIONAL <small>(E.G. MINIMUM REQUIREMENTS)</small> 2. OCCUPATIONAL <small>(E.G. EXPERIENCE)</small>	<p><i>EDUCATED TO SECONDARY SCHOOL LEVEL WITH QUALIFICATIONS</i></p> <p><i>EXCELLENT CUSTOMER SERVICE SKILLS, AND EXPERIENCE OF DEALING WITH THE PUBLIC FACE TO FACE AND ON TELEPHONE</i></p> <p><i>EXPERIENCE OF WORKING WITH KEY STAKEHOLDERS IN ORDER TO ACHIEVE SHARED GOALS AND OBJECTIVES</i></p> <p><i>UNDERSTANDING AND EXPERIENCE OF PROMOTIONAL ACTIVITIES, INCLUDING THE USE OF SOCIAL MEDIA</i></p>	<p><i>QUALIFIED TO DIPLOMA / DEGREE LEVEL</i></p> <p><i>EXPERIENCE OF WORKING IN A HOUSING ASSOCIATION OR OTHER HOUSING PROVIDER</i></p>
PERSONAL QUALITIES <small>(E.G. ACCEPTABILITY, MOTIVATION, JUDGEMENT, DISPOSITION)</small>	<p><i>EFFECTIVE TEAM PLAYER WHO CAN ADAPT EASILY TO CHANGING CIRCUMSTANCES AND REQUIREMENTS</i></p> <p><i>WILLINGNESS TO PROVIDE SUPPORT TO OTHER STAFF WHEN REQUIRED</i></p> <p><i>ABILITY TO MANAGE AND PRIORITISE A DIVERSE WORKLOAD AND WORK ON OWN INITIATIVE</i></p> <p><i>WELL DEVELOPED LITERACY SKILLS WITH HIGH LEVEL OF WRITTEN ENGLISH</i></p> <p><i>FLEXIBLE APPROACH TO WORK</i></p>	<p><i>HIGHLY MOTIVATED AND KEEN TO LEARN</i></p>

HILLHEAD HOUSING ASSOCIATION 2000
FINANCE & CORPORATE SERVICES ASSISTANT GRADE 6
PERSON SPECIFICATION

SPECIAL APTITUDES (E.G. ARITHMETICAL, MANUAL DEXTERITY)	<i>DEALING WITH QUERIES AND COMPLAINTS PROFESSIONALLY AND EFFECTIVELY</i> <i>WELL DEVELOPED NUMERACY SKILLS</i> <i>COMMITMENT TO EQUALITY, DIVERSITY & INCLUSION</i> <i>AWARENESS & UNDERSTANDING OF GDPR</i> <i>EXPERIENCE OF MAIN MICROSOFT PRODUCTS; OUTLOOK, EXCEL, WORD</i>	<i>MINUTE TAKING SKILLS</i>
CIRCUMSTANCES (E.G. ABILITY TO MEET SPECIAL DEMANDS OF THE JOB SUCH AS EVENING WORK)	<i>ABILITY TO WORK OCCASIONALLY IN THE EVENING AND AT WEEKENDS</i>	