

## PROPERTY SERVICES ADMINISTRATOR GRADE 5 PERSON SPECIFICATION

<b>ATTRIBUTES</b>	<b>ESSENTIAL</b> THE MINIMUM ACCEPTABLE LEVELS FOR SAFE AND EFFECTIVE JOB PERFORMANCE	<b>DESIRABLE</b> THE APTITUDES OF THE IDEAL CANDIDATE
<b>ATTAINMENTS</b> <b>1. EDUCATIONAL</b> (E.G. MINIMUM REQUIREMENTS)	<i>EDUCATED TO MINIMUM NATIONAL 5 LEVEL OR EQUIVALENT WITH AT LEAST ENGLISH (OR EQUIVALENT; OR DEMONSTRABLE EQUIVALENT EXPERIENCE (TECHNICAL/ADMINISTRATION RELATED)</i>	<i>QUALIFIED TO DIPLOMA / DEGREE LEVEL</i>
<b>2. OCCUPATIONAL</b> (E.G. EXPERIENCE)	<i>EXPERIENCE OF WORKING IN HOUSING MAINTENANCE WITHIN A CUSTOMER FOCUSED ENVIRONMENT</i>  <i>EXPERIENCE OF PRODUCING REPORTS AND STATISTICAL INFORMATION FROM DATABASES</i>  <i>EXPERIENCE OF DEALING WITH THE PUBLIC FACE TO FACE AND ON TELEPHONE</i>  <i>EXPERIENCE OF WORKING WITH KEY STAKEHOLDERS IN ORDER TO ACHIEVE SHARED GOALS AND OBJECTIVES</i>  <i>FAMILIAR WITH USE OF E-MAIL</i>  <i>FAMILIAR WITH EXCEL SPREADSHEETS</i>  <i>ABILITY TO USE WORD PROCESSING AND DATABASE SYSTEMS AND GOOD KEYBOARD SKILLS</i>  <i>KNOWLEDGE OF REPORTING REQUIREMENTS CONTAINED WITHIN SCOTTISH SOCIAL HOUSING CHARTER</i>	<i>KNOWLEDGE OF SCOTTISH HOUSING QUALITY STANDARDS, SCOTTISH HOUSING NET ZERO STANDARDS</i>  <i>DEMONSTRATE A KNOWLEDGE OF ASBESTOS, GAS MANAGEMENT REGULATIONS AS WELL AS EICR (ELECTRICAL INSTALLATION CONDITION REPORT)</i>  <i>EXPERIENCE OF WORKING IN AND PROVIDING SUPPORT TO A SMALL TEAM</i>  <i>KNOWLEDGE OF PERFORMANCE STANDARDS FOR SOCIAL HOUSING</i>
<b>PERSONAL QUALITIES</b> (E.G. ACCEPTABILITY, MOTIVATION, JUDGEMENT, DISPOSITION)	<i>ABILITY TO PRIORITISE WORKLOAD AND WORK ON OWN INITIATIVE.</i>  <i>PLEASANT MANNER AND GOOD COMMUNICATIONS SKILLS</i>  <i>POSSESSING A FLEXIBLE APPROACH TO WORK.</i>  <i>TRUSTWORTHY AND TACTFUL</i>  <i>EXCELLENT ORGANISATIONAL SKILLS</i>  <i>GOOD TEAM PLAYER</i>	<i>HIGHLY MOTIVATED AND KEEN TO LEARN</i>  <i>ABILITY TO WORK ON YOUR OWN AS WELL AS PART OF A TEAM</i>

# HILLHEAD HOUSING ASSOCIATION 2000

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<b>SPECIAL APTITUDES</b> (E.G. ARITHMETICAL, MANUAL DEXTERITY, DRIVING LICENCE)	<i>DEALING WITH QUERIES AND COMPLAINTS PROFESSIONALLY AND EFFECTIVELY</i>  <i>FAMILIAR WITH INTEGRATED HOUSING MANAGEMENT AND MAINTENANCE COMPUTER SYSTEMS</i>  <i>WELL DEVELOPED NUMERACY AND LITERACY SKILLS</i>  <i>COMMITMENT TO EQUALITY, DIVERSITY &amp; INCLUSION</i>  <i>AWARENESS &amp; UNDERSTANDING OF GDPR</i>	
<b>CIRCUMSTANCES</b> (E.G. ABILITY TO MEET SPECIAL DEMANDS OF THE JOB SUCH AS EVENING WORK)	<i>FLEXIBLE CONSCIENTIOUS APPROACH TO WORK</i>	<i>ABILITY TO ATTEND OCCASIONAL EVENING MEETINGS</i>