

HILLHEAD HOUSING ASSOCIATION 2000

PROPERTY SERVICES ADMINISTRATOR GRADE 5 PERSON SPECIFICATION

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)	<p><i>EDUCATED TO MINIMUM NATIONAL 5 LEVEL OR EQUIVALENT WITH AT LEAST ENGLISH (OR EQUIVALENT; OR DEMONSTRABLE EQUIVALENT EXPERIENCE (TECHNICAL/ADMINISTRATION RELATED)</i></p> <p><i>EXPERIENCE OF WORKING IN HOUSING MAINTENANCE WITHIN A CUSTOMER FOCUSSED ENVIRONMENT</i></p> <p><i>EXPERIENCE OF PRODUCING REPORTS AND STATISTICAL INFORMATION FROM DATABASES</i></p> <p><i>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>FAMILIAR WITH USE OF E-MAIL</i></p> <p><i>FAMILIAR WITH EXCEL SPREADSHEETS</i></p> <p><i>ABILITY TO USE WORD PROCESSING AND DATABASE SYSTEMS AND GOOD KEYBOARD SKILLS</i></p> <p><i>KNOWLEDGE OF REPORTING REQUIREMENTS CONTAINED WITHIN SCOTTISH SOCIAL HOUSING CHARTER</i></p>	<p><i>QUALIFIED TO DIPLOMA / DEGREE LEVEL</i></p> <p><i>KNOWLEDGE OF SCOTTISH HOUSING QUALITY STANDARDS, SCOTTISH HOUSING NET ZERO STANDARDS</i></p> <p><i>DEMONSTRATE A KNOWLEDGE OF ASBESTOS, GAS MANAGEMENT REGULATIONS AS WELL AS EICR (ELECTRICAL INSTALLATION CONDITION REPORT)</i></p> <p><i>EXPERIENCE OF WORKING IN AND PROVIDING SUPPORT TO A SMALL TEAM</i></p> <p><i>KNOWLEDGE OF PERFORMANCE STANDARDS FOR SOCIAL HOUSING</i></p>
PERSONAL QUALITIES (E.G. ACCEPTABILITY, MOTIVATION, JUDGEMENT, DISPOSITION)	<p><i>ABILITY TO PRIORITISE WORKLOAD AND WORK ON OWN INITIATIVE.</i></p> <p><i>PLEASANT MANNER AND GOOD COMMUNICATIONS SKILLS</i></p> <p><i>POSSESSING A FLEXIBLE APPROACH TO WORK.</i></p> <p><i>TRUSTWORTHY AND TACTFUL</i></p> <p><i>EXCELLENT ORGANISATIONAL SKILLS</i></p> <p><i>GOOD TEAM PLAYER</i></p>	<p><i>HIGHLY MOTIVATED AND KEEN TO LEARN</i></p> <p><i>ABILITY TO WORK ON YOUR OWN AS WELL AS PART OF A TEAM</i></p>

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