

HILLHEAD HOUSING ASSOCIATION 2000
PROPERTY SERVICES OFFICER (Part Time 3 days, 21 hours) GRADE 7
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) 2. OCCUPATIONAL (E.G. EXPERIENCE)	<p>EDUCATED TO HNC LEVEL OR EQUIVALENT; OR DEMONSTRABLE EQUIVALENT EXPERIENCE (TECHNICAL/CONSTRUCTION RELATED)</p> <p>EXPERIENCE OF WORKING IN HOUSING MAINTENANCE WITHIN A CUSTOMER FOCUSED ENVIRONMENT</p> <p>EXPERIENCE OF PRODUCING REPORTS AND STATISTICAL INFORMATION FROM DATABASES</p> <p>EXPERIENCE OF CONTRACT ADMINISTRATION AND PROCUREMENT – REACTIVE, PLANNED & CYCLICAL WORKS</p> <p>CURRENT KNOWLEDGE OF BUILDING REGULATIONS AS WELL AS HEALTH & SAFETY LEGISLATION – PARTICULARLY TENANTS HEALTH & SAFETY</p> <p>FAMILIAR WITH USE OF E-MAIL</p> <p>FAMILIAR WITH EXCEL SPREADSHEETS</p> <p>ABILITY TO USE WORD PROCESSING AND DATABASE SYSTEMS AND GOOD KEYBOARD SKILLS</p>	<p>TRADE/TECHNICAL BACKGROUND CLERK OF WORKS EXPERIENCE AND A BUILDING/MAINTENANCE RELATED QUALIFICATION</p> <p>KNOWLEDGE OF SCOTTISH HOUSING QUALITY STANDARDS & SCOTTISH HOUSING NET ZERO STANDARDS</p> <p>EXPERIENCE OF WORKING IN AND PROVIDING SUPPORT TO A SMALL TEAM</p> <p>KNOWLEDGE OF PERFORMANCE STANDARDS FOR SOCIAL HOUSING</p>
PERSONAL QUALITIES (E.G. ACCEPTABILITY, MOTIVATION, JUDGEMENT, DISPOSITION)	<p>ABILITY TO PRIORITISE WORKLOAD AND WORK ON OWN INITIATIVE.</p> <p>PLEASANT MANNER AND GOOD COMMUNICATIONS SKILLS -WRITTEN, ORAL & DIGITAL</p> <p>POSSESSING A FLEXIBLE APPROACH TO WORK.</p> <p>TRUSTWORTHY AND TACTFUL</p> <p>EXCELLENT ORGANISATIONAL SKILLS</p> <p>GOOD TEAM PLAYER</p>	<p>HIGHLY MOTIVATED AND KEEN TO LEARN</p> <p>ABLE TO USE EXPERIENCE AND INITIATIVE TO SOLVE TECHNICAL PROBLEMS</p> <p>ABILITY TO WORK ON YOUR OWN AS WELL AS PART OF A TEAM</p>
SPECIAL APTITUDES (E.G. ARITHMETICAL, MANUAL DEXTERITY, DRIVING LICENCE)	<p>EXCELLENT CUSTOMER SERVICE SKILLS.</p> <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>FULL DRIVING LICENCE WITH ACCESS TO OWN CAR</p>	<p>AWARENESS OF DIGITAL COMMUNICATION PLATFORMS WITH AN UNDERSTANDING OF FUNCTIONALITY</p>
CIRCUMSTANCES (E.G. ABILITY TO MEET SPECIAL DEMANDS OF THE JOB SUCH AS EVENING WORK)		ABILITY TO ATTEND OCCASIONAL EVENING MEETINGS