PERSON SPECIFICATION FOR HOUSING ASSISTANT
HILLHEAD HOUSING ASSOCIATION 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)** **2. OCCUPATIONAL** **(E.G. EXPERIENCE)**	*EDUCATED TO SCOTTISH HIGHER LEVEL; OR EQUIVALENT EXPERIENCE WITH EVIDENCE OF EQUIVALENT ABILITY* *EXPERIENCE OF WORKING IN A HOUSING MANAGEMENT TEAM IN A RSL* *KNOWLEDGE OF CURRENT GOOD PRACTICE IN HOUSING MANAGEMENT* *EXPERIENCE OF WORKING WITH THE PUBLIC BOTH FACE TO FACE AND OVER THE TELEPHONE*	*HIGHER ENGLISH OR EQUIVALENT* *EXPERIENCE IN WORKING WITH INTEGRATED HOUSING MANAGEMENT COMPUTER SYSTEMS* *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* *STRONG INTERPERSONAL & COMMUNICATION SKILLS* *COMMITMENT TO EQUALITY, DIVERSITY & INCLUSION*	*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*
CIRCUMSTANCES **(E.G. ABILITY TO MEET SPECIAL DEMANDS OF THE JOB SUCH AS EVENING WORK)**		*DRIVING LICENCE AND ACCESS TO A CAR* *ABILITY TO ATTEND EVENING MEETINGS AND OCCASIONAL WEEKEND WORK*

PREPARED BY: **CATHERINE MCKIERNAN**

DESIGNATION: **DEPUTE DIRECTOR / HOUSING MANAGER**