

# HILLHEAD HOUSING ASSOCIATION 2000

## PROPERTY SERVICES OFFICER GRADE 7 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
<p><b>ATTAINMENTS</b></p> <p><b>1. EDUCATIONAL</b> (E.G. MINIMUM REQUIREMENTS)</p> <p><b>2. OCCUPATIONAL</b> (E.G. EXPERIENCE)</p>	<p><i>EDUCATED TO HNC LEVEL OR EQUIVALENT; OR DEMONSTRABLE EQUIVALENT EXPERIENCE (TECHNICAL/CONSTRUCTION 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 CONTRACT ADMINISTRATION AND PROCUREMENT</i></p> <p><i>CURRENT KNOWLEDGE OF BUILDING REGULATIONS AS WELL AS HEALTH &amp; SAFETY LEGISLATION</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>TRADE/ TECHNICAL BACKGROUND CLERK OF WORKS EXPERIENCE AND A BUILDING/ MAINTENANCE RELATED QUALIFICATION</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>
<p><b>PERSONAL QUALITIES</b> (E.G. ACCEPTABILITY, MOTIVATION, JUDGEMENT, DISPOSITION)</p>	<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>ABLE TO USE EXPERIENCE AND INITIATIVE TO SOLVE TECHNICAL PROBLEMS</i></p> <p><i>ABILITY TO WORK ON YOUR OWN AS WELL AS PART OF A TEAM</i></p>
<p><b>SPECIAL APTITUDES</b> (E.G. ARITHMETICAL, MANUAL DEXTERITY, DRIVING LICENCE)</p>	<p><i>EXCELLENT CUSTOMER SERVICE SKILLS.</i></p> <p><i>DEALING WITH QUERIES AND COMPLAINTS PROFESSIONALLY AND EFFECTIVELY</i></p> <p><i>FAMILIAR WITH INTEGRATED HOUSING MANAGEMENT AND MAINTENANCE COMPUTER SYSTEMS</i></p> <p><i>WELL DEVELOPED NUMERACY AND LITERACY SKILLS</i></p> <p><i>FULL DRIVING LICENCE WITH ACCESS TO OWN CAR</i></p>	
<p><b>CIRCUMSTANCES</b> (E.G. ABILITY TO MEET SPECIAL DEMANDS OF THE JOB SUCH AS EVENING WORK)</p>		<p><i>ATTEND OCCASIONAL EVENING MEETINGS</i></p>