

HILLHEAD HOUSING ASSOCIATION 2000

ESTATE OFFICER GRADE 4 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)	<i>EDUCATED TO MINIMUM NATIONAL 5 LEVEL OR EQUIVALENT WITH AT LEAST ENGLISH (OR EQUIVALENT; OR DEMONSTRABLE EQUIVALENT EXPERIENCE</i> <i>EXPERIENCE OF WORKING IN REPAIRS/ MAINTENANCE WITHIN A CUSTOMER FOCUSED ENVIRONMENT</i> <i>EXPERIENCE WORKING WITH THE PUBLIC</i> <i>DEMONSTRATE EXPERIENCE COMPLETING SMALL REPAIRS/DIY PROJECTS</i> <i>AN UNDERSTANDING AND ABILITY TO RETAIN AND RECORD KEY INFORMATION IN RELATION TO INSPECTIONS, NECESSARY ACTIONS AND PROGRESS</i>	<i>A TRADE BACKGROUND</i>
PERSONAL QUALITIES (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>ABLE TO USE EXPERIENCE AND INITIATIVE TO SOLVE PROBLEMS</i> <i>ABILITY TO WORK ON YOUR OWN AS WELL AS PART OF A TEAM</i>
SPECIAL APTITUDES (E.G. ARITHMETICAL, MANUAL DEXTERITY, DRIVING LICENCE)	<i>EXCELLENT CUSTOMER SERVICE SKILLS.</i> <i>DEALING WITH QUERIES AND COMPLAINTS PROFESSIONALLY AND EFFECTIVELY</i> <i>WELL DEVELOPED NUMERACY AND LITERACY SKILLS</i>	
CIRCUMSTANCES (E.G. ABILITY TO MEET SPECIAL DEMANDS OF THE JOB SUCH AS EVENING WORK)	<i>FLEXIBLE CONSCIENTIOUS APPROACH TO WORK</i> <i>VALID FULL CLEAN DRIVING LICENCE (VALID TO DRIVE IN UK)</i>	<i>ATTEND OCCASIONAL EVENING MEETINGS</i>