

### PERSON SPECIFICATION

<b>POST: Housing Assistant (Rents) DATE: November 2017</b>			
<b>1.</b>	<b>Education and Experience</b>	<b>Essential</b>	<b>Desirable</b>
<b>1.1</b>	The post holder should have an excellent standard of education)	*	
<b>1.2</b>	Working towards a qualification in housing or willing to gain a particular housing qualification		*
<b>1.3</b>	At least five years experience working within a housing management department.	*	
<b>2.</b>	<b>Knowledge, Skills and Abilities</b>	<b>Essential</b>	<b>Desirable</b>
<b>2.1</b>	Excellent interpersonal and communication skills (written and verbal)	*	
<b>2.2</b>	An effective Team player who is capable of coping with changing circumstances and demands	*	
<b>2.3</b>	Be able to prioritise work to meet deadlines	*	
<b>2.4</b>	Self motivated, enthusiastic and flexible attitude to tasks	*	
<b>2.5</b>	Strong organisational and time management skills with the ability to manage day to day workload with minimal supervision	*	
<b>2.6</b>	Experience of working in a housing association, other housing provider or similar	*	
<b>2.7</b>	Competent in the use of computerised systems	*	
<b>2.8</b>	Sound knowledge of current legislation relating to Housing Associations.	*	
<b>2.9</b>	Ability to demonstrate an understanding of equal opportunities legislation and experience of working in a diverse community	*	

<b>2.10</b>	Good customer care skills and customer focused approach to service delivery	*	
<b>2.11</b>	Working knowledge of arrears control	*	
<b>2.12</b>	Clean Driving Licence		*