

PERSON SPECIFICATION

POST: Asset Management Assistant DATE: Jan 2018			
1.	Education and Experience	Essential	Desirable
1.1	Educated to at least HNC level or equivalent	*	
1.2	Competent in using Microsoft packages i.e. Word, Excel, Access	*	
1.3	Relevant Housing Qualification		*
1.4	Previous experience in asset management functions		*
1.5	Experience of working in a housing association or similar environment		*
1.6	Experience of working in a customer care environment and a proven track record in dealing with the public face to face and on the telephone	*	
1.7	Experience in liaising with contractors		*
2.	Knowledge, Skills and Abilities	Essential	Desirable
2.1	Confident manner and excellent communication skills – both written and verbal	*	
2.2	Excellent clerical and organisation skills, and an ability to prioritise workloads	*	
2.3	An effective Team player who is capable of coping with changing circumstances and demands	*	
2.4	The ability to cope under pressure in a public and busy office environment	*	
2.5	Flexible and motivated team member	*	
2.6	Quick and enthusiastic learner	*	
2.7	Highly motivated, enthusiastic and conscientious	*	

2.8	Strong organisational and time management skills with the ability to manage day to day workload with minimal supervision	*	
2.9	Ability to liaise with external organisations	*	
2.10	Ability to demonstrate an understanding of equal opportunities legislation and experience of working in a diverse community	*	
2.11	Ability to maintain confidentiality	*	
2.12	Willingness to participate in training/ further education relating to the post		*
2.13	Excellent literacy and numeracy skills		*
2.14	Excellent Customer Care	*	
2.15	Full, clean driving licence	*	