** PERSON SPECIFICATION**

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| **POST: Concierge DATE: July 2025** |
| **1.** | **Education and Experience** | **Essential** | **Desirable** |
| **1.1** | Skilled in maintenance and/or cleaning duties. | **\*** |  |
| **1.2** | Previous experience of delivering Estate Management services within Social Housing or similar service. | **\*** |  |
| **1.3** | Good knowledge of computers, including email and Microsoft 365. |  | **\*** |
| **1.4** | Experience of working with and adhering to Health & Safety policy, and following Work Method Statements. | \* |  |
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| **2.** | **Knowledge, Skills and Abilities** | **Essential** | **Desirable** |
| **2.1** | Flexible and adaptable approach to workload, and ability to work under pressure. | **\*** |  |
| **2.2** | Commitment to own personal development. | **\*** |  |
| **2.3** | Ability to follow instructions and guidance in order to deliver excellent, proactive and reactive service within a Social Housing environment (or other similar environment). | **\*** |  |
| **2.4** | Ability to professionally liaise/communicate with contractors and residents to ensure appropriate level of service is continually delivered. | **\*** |  |
| **2.5** | Ability to use own initiative when carrying out tasks and manage time efficiently. | **\*** |  |
| **2.6** | Commitment to the positive development of concierge services delivered to residents. | **\*** |  |
| **2.7** | Ability to on your own using your autonomy and seeking support as required.  | **\*** |  |
| **3.0** | Personal Qualities  |  |  |
| **3.1** | An effective team player who takesresponsibility and is capable of copingwith changing circumstances anddemands.  | **\*** |  |
| **3.2** | Bring a problem-solving attitude | **\*** |  |
| **3.3** | Be approachable and open to listening,learning from others, and adapting. | **\*** |  |
| **3.4** | Be challenging of behaviours, attitudes andcommunication that is not in fitting with ourvalues.  | **\*** |  |
| **3.5** | Understanding of, and commitment to, theaims, values, and principles of SouthsideHousing Association | **\*** |  |