

PERSON SPECIFICATION: HOUSING ASSISTANT 2022

REQUIREMENT	ESSENTIAL	DESIRABLE
1. Educated to higher level or equivalent in English	YES	
2. Housing related qualification		YES
3. Excellent interpersonal and communication skills	YES	
4. Experience of working in a customer care environment	YES	
5. Knowledge of Data Protection, Equalities & Diversity and Health & Safety Acts;		YES
6. Experience of liaising with contractors and external agencies	YES	
7. Ability to liaise effectively with other staff and to provide advice and support as required	YES	
8. Strong organisational and time management skills and ability to work with minimal supervision	YES	
9. An effective team player	YES	
10. Ability to manage a considerable workload and to meet imposed deadlines	YES	
11. Competent in the use of IT systems e.g. Microsoft package	YES	
12. Ability to produce performance monitoring information	YES	
13. Sound knowledge of current legislation and regulatory framework		YES
14. Awareness of broader housing policy		YES
15. Experience and proven track record on housing management processes and practice	YES	
16. Experience of producing information leaflets		YES
17. Experience of working with a RSL or other housing provider		YES