

Person Specification

Post Title: Trainee Housing Services Officer

Criteria	Essential	Desirable
Skills & Abilities		
• Ability to effectively manage a considerable workload and to work to deadlines.	√	
• Committed to pursuing excellence in line with the Associations values.	√	
• Computer literate in various software packages such as Microsoft Office.	√	
• Effective team player who is capable of coping with changing circumstances and demands.	√	
• Excellent interpersonal and communication skills (written and verbal).	√	
• Flexible, adaptable and able to work under pressure.	√	
• Good problem-solving skills and a desire to resolve issues.	√	
• Positive approach and commitment to continuous improvement.	√	
• Strong organisational and time management skills with the ability to manage day to day workload under minimal supervision.	√	
Experience		
• Successful delivery of a variable workload in a customer focussed environment.	√	
• Experience of dealing with the public in confrontational and sensitive situations.	√	
• Working in a challenging, pressurised environment.	√	
Knowledge		
• A working knowledge or understanding of the key issues in the Scottish Social Housing Sector.		√
• Knowledge and track record in the delivery of a housing or other customer focussed service in a result orientated environment.	√	
Personal Qualities		
• Committed to own personal development and the development of others.	√	
• Proactive and hard working.	√	
• Strong customer focus and commitment to excellent service and delivering value for money.	√	
• Well organised and methodical.	√	
Other Requirements		
• Access to own vehicle to carry out visits in a geographical patch.	√	
• Driving licence.	√	