

## Person Specification

<b>Post title</b>	Repairs & Maintenance Liaison Officer	<b>Grade</b>	E
<b>Department</b>	Operations – Housing Operations	<b>Post ref</b>	AHA7020

Competencies	
<i>Please refer to the relevant competency framework for more information about the behaviour descriptors for each competency. All competencies within the relevant framework are applicable to the post and the ones that have prioritised for recruitment are detailed below.</i>	
Competency framework relevant to the post:	Leadership
	Assessment
Changing and Improving	Application / Interview
Leading and Communicating	Application / Interview / Test
Delivering Value for Money	Application / Interview
Making effective decisions	Application / Interview
Delivering at Pace	Application / Interview

Skills	Essential / Desirable	Assessment
Excellent communication skills – verbal and written	Essential	Application / Test
Excellent interpersonal skills – face to face and telephone	Essential	Interview
Excellent IT skills – proficient in use of MS Word, Excel and databases	Essential	Application / Test

Knowledge	Essential / Desirable	Assessment
Proficient in the use of relevant computer software packages and databases eg. Microsoft Office Suite	Essential	Application / Interview
Office systems	Essential	Application / Interview

Experience	Essential / Desirable	Assessment
Building construction / repairs and maintenance	Essential	Application / Interview
Dealing with the public and other outside agencies	Essential	Application / Interview

Dealing with customer complaints	Essential	Application / Interview
Inputting Data	Essential	Application / Interview
Working with Quality Control Systems	Desirable	Application / Interview

Qualifications	Essential / Desirable	Evidence
Customer service or other relevant qualification or experience in a customer service related position	Essential	Application / Documentation
3 GCSEs A-C including Maths and English or equivalent.	Essential	Application / Documentation
Microsoft Office or other relevant related IT qualification	Desirable	Application / Documentation

Additional information / other requirements of the post
<ul style="list-style-type: none"> <li>• The post-holder is eligible for casual car user allowance.</li> <li>• The post involves driving and so the post-holder will be required to undertake relevant DVLA licence checks.</li> <li>• The post-holder may be required to work out of normal working hours / attend evening meetings / work weekends and / or Bank Holidays as part of their role.</li> <li>• The post-holder must be able to undertake site visits which could include accessing confined spaces and the use of access equipment including ladders.</li> </ul>

Date produced / last amended
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