

Person Specification

Post title	Senior Housing Assistant	Grade	E
Department	Lettings	Post ref	

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:	Employee / Leadership Level 1 / Assessment
Seeing the big picture	Application/Interview
Changing, learning and improving	Application/Interview
Communicating	Application/Interview
Delivering value for money and quality services	Application/Interview

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

Knowledge	Essential / Desirable	Assessment
Microsoft Suite of software packages	Essential	Test/Interview
Understanding of how to maximise effective use of available resources	Essential	Application/Interview

Experience	Essential / Desirable	Assessment
Effective leadership in an office administration team environment	Desirable	Application/Interview
Working effectively with people at all levels	Essential	Application/Interview
Working directly with the public	Essential	Application/Interview

Qualifications	Essential / Desirable	Evidence
3 G.C.S.E.'s (Grade A-C) or equivalent including Mathematics and English	Essential	Application
NVQ Level 3 Business and Administration or other equivalent qualification	Desirable	Application

Additional information / other requirements of the post
• The postholder is eligible for casual car user allowance. • The post involves driving and so the postholder will be required to undertake relevant DVLA licence checks. • The employee will be required to work out of normal working hours / attend evening meetings / work weekends and / or bank holidays as part of their role.

Date produced / last amended
Sept 2024