

Person Specification

Post title	Repairs & Maintenance Data Officer	Grade	C
Department	Operations	Post ref	

Competencies

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.

Competency framework relevant to the post:	Employee
	Assessment
Changing and Improving	Application / Interview
Delivering Value for Money	Application / Interview
Team working	Application / Interview
Delivering at Pace	Application / Interview

Skills	Essential / Desirable	Assessment
Excellent communication skills – verbal and written	Essential	Application / Interview
Excellent interpersonal skills – face to face and telephone	Essential	Application / Interview
Proficient in the use of relevant computer software packages and databases eg. Microsoft Office Suite (with in depth knowledge of Excel)	Essential	Application / Test
Attention to detail	Essential	Application / Test
Inputting of data onto electronic systems	Essential	Test

Knowledge	Essential / Desirable	Assessment
Construction / building repairs and maintenance	Essential	Application / Interview
IT Literacy and development of databases	Essential	Application / Interview / Test
Legislation, Regulations and Procedures relating to Social Housing	Desirable	Application / Interview

Experience	Essential / Desirable	Assessment
Analysing and updating large data sets	Essential	Application / Interview
Dealing with the public and other outside agencies	Essential	Application / Interview
Development of computerised databases for the maintenance of accurate records.	Essential	Application / Interview
Dealing with the public in a Social Housing environment	Desirable	Application / Interview

Qualifications	Essential / Desirable	Evidence
3 GCSEs grades 9 – 4 (A-C) including Maths and English or equivalent.	Essential	Application / Documentation
Microsoft Office or other relevant IT related qualification	Essential	Application / Documentation

Additional information / other requirements of the post
<ul style="list-style-type: none"> 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.

Date produced / last amended