

Person Specification – Housing Services Assistant	
Criteria	Essential / Desirable
<ul style="list-style-type: none"> • Educated to Higher grade or equivalent 	E
<ul style="list-style-type: none"> • Effective team player 	E
<ul style="list-style-type: none"> • Excellent IT skills using MS Office packages and other software for reporting and analysis 	E
<ul style="list-style-type: none"> • Excellent organisational and administrative skills 	E
<ul style="list-style-type: none"> • Excellent written and verbal communication skills 	E
<ul style="list-style-type: none"> • Experience of effectively managing customer issues and engaging with tenants 	E
<ul style="list-style-type: none"> • Experience of dealing with difficult customers 	E
<ul style="list-style-type: none"> • Understanding of welfare reform and its impact on the association 	D
<ul style="list-style-type: none"> • Understanding of housing rents, allocations and arrears issues 	D
<ul style="list-style-type: none"> • Positive and professional attitude 	E
<ul style="list-style-type: none"> • Knowledge of the Scottish Social Housing Charter 	E
<ul style="list-style-type: none"> • Commitment to equality 	E
<ul style="list-style-type: none"> • Willingness to work flexible hours in response to organisational needs 	E