

<b>Person Specification – Technical Assistant</b>	
<b>Criteria</b>	<b>Essential / Desirable</b>
<ul style="list-style-type: none"> <li>• Educated to Higher grade or equivalent</li> </ul>	E
<ul style="list-style-type: none"> <li>• Experience of recording and following up on repairs issues</li> </ul>	D
<ul style="list-style-type: none"> <li>• Effective team player</li> </ul>	E
<ul style="list-style-type: none"> <li>• Excellent IT skills using MS Office packages and other software for reporting and analysis</li> </ul>	E
<ul style="list-style-type: none"> <li>• Experience of working with Capita Open Housing software</li> </ul>	D
<ul style="list-style-type: none"> <li>• Experience of delivering a factoring service</li> </ul>	D
<ul style="list-style-type: none"> <li>• Excellent organisational and administrative skills</li> </ul>	E
<ul style="list-style-type: none"> <li>• Excellent written and verbal communication skills</li> </ul>	E
<ul style="list-style-type: none"> <li>• Experience of effectively managing customer issues and engaging with tenants</li> </ul>	E
<ul style="list-style-type: none"> <li>• Experience of dealing with potentially difficult customers</li> </ul>	E
<ul style="list-style-type: none"> <li>• Positive and professional attitude</li> </ul>	E
<ul style="list-style-type: none"> <li>• Awareness and commitment to equality &amp; diversity issues</li> </ul>	E
<ul style="list-style-type: none"> <li>• Willingness to work flexible hours in response to organisational needs</li> </ul>	E
<ul style="list-style-type: none"> <li>• Experience of preparing Key Performance Indicator (KPI) reports</li> </ul>	E
<ul style="list-style-type: none"> <li>• Ability to manage demanding workload effectively</li> </ul>	E