

**Clydesdale Housing Association Limited**  
**Technical Services Assistant – EVH Grade 6, Spinal Point 17**

<b>Person Specification</b>		
<b>Category</b>	<b>Essential</b>	<b>Desireable</b>
Experience	<ul style="list-style-type: none"> <li>• Experience of a customer facing role/dealing with public on a daily basis</li> <li>• commitment to providing a high-quality customer experience</li> <li>• Ability to work on an individual basis and as part of a team</li> <li>• Flexible, adaptable and able to work in pressurised situations</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working within a repairs &amp; maintenance department</li> </ul>
Skills & Ability	<ul style="list-style-type: none"> <li>• Effective communication and listening skills</li> <li>• Sound IT skills</li> <li>• Excellent organisational skills</li> <li>• Self-motivated and be able to work on own initiative</li> </ul>	<ul style="list-style-type: none"> <li>• Experience in the use of a housing management &amp; Maintenance computer package</li> </ul>