

Person Specification – Corporate Services Assistant

Skills\Knowledge\Experience	Essential	Desirable
Experience of working in a customer care environment with a proven track record in successfully dealing with the public face to face and on the telephone	*	
Experience of working with key stakeholders to achieve shared objectives	*	
Ability to liaise effectively with other staff and to offer advice and support when required	*	
Competent in the use of Microsoft Office Word, Excel and Outlook.	*	
Experience of SDM housing software		*
Effective self-organisational and time management skills	*	
An effective team player who is capable of coping with changing circumstances and demands	*	
Experience of working in a Housing Association, other housing provider or community facility		*
Experience of enforcement of conditions of let either in facility management or social housing.		*
Understanding and experience of marketing and promotional campaigning, including the use of social media		*
Understanding of and/or experience of business planning and business plan delivery		*
Experience in event planning and management		*
Education / Training	Essential	Desirable
Educated to Secondary School Level with qualifications	*	
Qualified to Diploma\Degree Level		*
Personal Qualities	Essential	Desirable
Highly developed communication skills which demonstrate the ability to communicate clearly, verbally and in writing	*	
Ability to work on own initiative	*	
Ability to effectively manage a considerable workload and to work to imposed deadlines	*	
Accuracy and attention to detail particularly when working to tight deadlines.	*	
Flexible, self-aware, open minded and inclusive	*	
Commitment to continuous improvement and quality in all aspects of work	*	
Ability to assist in the development and review of policies, practices, and internal planning documents		*
Able to demonstrate an understanding and commitment to Equalities and the willingness to work in accordance with existing Policies and Codes of Practice	*	
Ability to work non-standard hours where required including at short notice	*	
Ability to think 'creatively' to solve difficult problems		*