

PERSON SPECIFICATION – CORPORATE SERVICES ASSISTANT

Education and qualifications	Essential	Desirable
Educated to SCQF Level 6 (Higher) or equivalent	✓	
Formal administrative or business qualification (e.g., NVQ Level 3 in Administration).		✓
Knowledge and experience	Essential	Desirable
Proficiency in Microsoft Office (Word, Excel, Outlook, PowerPoint) and familiarity with office management systems.	✓	
Proven success in an administrative or office support role, ideally within a housing environment.	✓	
Experience providing reception/front-line support, handling enquiries by phone, email, and in person.	✓	
Experience collating documentation, and assisting with meetings, including minute-taking.	✓	
Experience managing office systems, records, and supplies.	✓	
Experience supporting governance processes		✓
Experience promoting community services or managing bookings for events/venues.		✓
Experience with CRM or database systems (e.g., HomeMaster or similar).		✓
Skills and abilities	Essential	Desirable
Strong organisational skills with the ability to prioritise tasks effectively and meet deadlines.	✓	
Excellent written and verbal communication skills.	✓	
Ability to produce accurate work	✓	
Ability to maintain confidentiality and handle sensitive information appropriately.	✓	
Competence in using digital tools to enhance administrative efficiency, including basic familiarity with emerging technologies.	✓	

Ability to work independently and as part of a team.	✓	
Skills and abilities	Essential	Desirable
Good interpersonal skills for liaising with staff, tenants, and external stakeholders.	✓	
Experience using digital platforms for communication and promotion (e.g., intranet, newsletters, social media).		✓
Ability to support digital transformation initiatives and suggest process improvements.		✓
Knowledge of health and safety and facilities management.		✓
Professional Attributes	Essential	Desirable
Professional and approachable manner.	✓	
Flexible, proactive, and willing to support a wide range of tasks.	✓	
Reliable, responsible, and motivated to contribute to organisational success.	✓	
Strong problem-solving abilities and attention to detail.	✓	
Understand the importance of actively promoting Equality, Diversity & Inclusion in all aspects of the job role	✓	
Interest in Social Housing and housing services.		✓
Commitment to continuous professional development.		✓