

**HOUSING SERVICES ADMINISTRATOR
EMPLOYEE SPECIFICATION**

	Attributes	Criteria	Rank
1	Education and	Excellent skills in Microsoft Office	Essential
2	Training Attainments	Certificate or Diploma and/or minimum of one years' experience	Desirable
3	Relevant Experience	Experience of non-profit organisation.	Desirable
		Experience of communicating with contractors and following up on repairs and invoices.	Desirable
4	Knowledge and Skills	Computer literacy with experience that includes word-processing, Excel, spreadsheets, presentation packages, e-mail, electronic schedulers, and internet.	Essential
		Ability to work with accuracy and attention to detail and within deadlines	Essential
		Experience of repairs management information systems	Desirable
5	Special Aptitudes	Possess good verbal and written communication skills, can compose letters, memos and reports	Essential
		Ability to be self-motivated and work on own initiative and be part of a team	Essential
		The ability to handle sensitive and confidential information	Essential
		Knowledge of new GDPR and RTB Legislation Act	Desirable
		Flexibility and Problem Solving	Essential
		A good level of organisational skills and the ability to prioritise workload and meet deadlines	Essential
		Possess commitment to deliver a high-quality customer focused service	Essential
		Commercial Awareness	Essential
		Mediation Skills	Desirable
		Excellent Customer Service	Essential