

**HOUSING SERVICES COORDINATOR  
EMPLOYEE SPECIFICATION**



	<b>Attributes</b>	<b>Criteria</b>	<b>Rank</b>
1	Education and Training Attainments	<p>At least 2 years' experience in a housing management environment</p> <p>or</p> <p>A relevant qualification in social housing management plus 1 years' experience in a housing management environment</p> <p>And</p> <p>Eligibility to obtain a property services (PSRA) licence</p>	<p>Essential</p> <p>Essential</p> <p>Desirable</p>
2	Relevant Experience	<p>Experience of core housing management tasks (allocations, residents associations, rent collection, repairs, tenancy management)</p> <p>Experience of working with the public in a customer-oriented environment</p> <p>Experience of community work</p> <p>Knowledge of GDPR , RTB Legislation and Regulation requirements</p>	<p>Essential</p> <p>Essential</p> <p>Desirable</p> <p>Essential</p>
3	Knowledge and Skills	<p>Computer literacy with experience that includes word processing, excel, spreadsheets, presentation packages, e-mail, electronic schedulers, and internet.</p> <p>Ability to work with accuracy and attention to detail</p>	<p>Essential</p> <p>Essential</p>
4	Special Aptitudes	<p>Possess good verbal and written communication skills, have the ability to compose letters, memos and reports</p> <p>Ability to be self-motivated and work on own initiative and also be part of a team</p> <p>The ability to handle sensitive and confidential information</p> <p>The ability to deal with problems/enquires in a diplomatic and sensitive manner</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>

		A high 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
5	Additional Factors	Willingness to work outside normal office hours on occasions	Essential
		Full, clean driving licence and daily use of car. Where prevented from this due to a disability the candidate must be able to demonstrate how they will meet the mobility requirements of the post	Essential

**Tuath reserves the right to enhance these criteria, in line with the employee specification, to facilitate short-listing**