

SENIOR HOUSING SERVICES COORDINATOR EMPLOYEE SPECIFICATION

	Attributes	Criteria	Rank
1	Education and Training Attainments	At least 2 years' experience in a housing management environment plus A relevant qualification in social housing management plus 1 years' experience in a housing management environment	Essential Essential
2	Relevant Experience	Experience of core housing management tasks (allocations, residents associations, rent collection, repairs, tenancy management) Experience of working with the public in a customer oriented environment Experience of community work Experience of managing people	Essential Essential Desirable Desirable
3	Knowledge and Skills	Computer literacy with experience that includes word-processing, spreadsheets, presentation packages, e-mail, electronic schedulers and internet. Ability to work with accuracy and attention to detail	Essential Essential
4	Special Aptitudes	Possess good verbal and written communication skills, have the ability to compose letters, memos and reports Ability to be self-motivated and work on own initiative and also be part of a team The ability to handle sensitive and confidential information The ability to deal with problems/enquires in a diplomatic and sensitive manner A high level of organisational skills and the ability to prioritise workload and meet deadlines Possess commitment to deliver a high quality customer focused service	Essential Essential Essential Essential Essential
5	Additional Factors	Willingness to work outside normal office hours on occasions 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 Essential