

ENGLISH RURAL HOUSING ASSOCIATION

PERSON SPECIFICATION:

SERVICES ASSISTANT

PRINCIPAL APPOINTMENT CRITERIA

The demonstration of:

- (a) experience of administration procedures and process;
- (b) successfully working in a fast paced environment;;
- (c) excellent written and interpersonal skills;
- (d) experience of delivering a customer focused service;
- (e) the ability to build and maintain successful relationships and work as part of a small team;
- (f) an understanding and experience of working with rural communities;
- (g) the possession of good judgment and skills of persuasion;
- (h) good IT skills, including Word, Excel and commonly used software systems;
- (i) flexible approach to tasks, responsibilities and location of work;
- (j) working knowledge of operating database type software to record information;
- (k) an understanding of and support for equalities and access legislation, policies and practice;
- (l) good analytical and time management skills.

ADDITIONAL DESIRABLE CRITERIA

- (a) Educated to degree or equivalent level;
- (b) Previous employment with housing association;
- (c) Knowledge of rural housing provision;

Martin Collett
February 2017