

ALBYN HOUSING SOCIETY LIMITED – PERSON SPECIFICATION

POST TITLE: ASSET & INVESTMENT ASSISTANT

POST REF NO.: AMI 25

SALARY: £23,904 - £26,566

Criteria	Essential Evidence	Desirable Evidence
<p>Skills & Abilities</p>	<ol style="list-style-type: none"> 1. Plan, prioritise and manage time, workload and competing demands to exceed targets and meet deadlines. 2. Work unsupervised and make decisions independently, taking responsibility for the decision made, appropriate to the level of the post. 3. Review work to ensure accuracy to a high standard. 4. Work in partnership with peers and colleagues as part of an effective and efficient team. 5. Possess a high standard of literacy and numeracy. 6. Be self-motivated, have a confident, positive and helpful outlook and be adaptive to change. 7. Demonstrate excellent communication and interpersonal skills – with the ability to adapt communication, both written and verbal dependent on purpose and needs of the audience. 8. Demonstrate a professional approach and model behaviour to ensure customers and colleagues are valued and their needs are responded to appropriately. 	<ol style="list-style-type: none"> 1. Understand the sector in which Albyn operates and of the challenges facing the housing sector. 2. Able to interpret information from drawings. 3. Knowledge of the development and house building process. 4. Knowledge of repairs processes.

Experience	<ol style="list-style-type: none"> 1. Experience of dealing with challenging situations with resilience, flexibility and confidence in an appropriate manner. 2. Resolving customer queries at the first point of contact. 3. Experience of working to strict deadlines and high standards of accuracy. 4. Working in a front facing role to with customers and the general public. 5. Working with external service providers such as contractors and funding agencies. 6. Commitment to delivering a high-quality service to the Society's tenants. 	<ol style="list-style-type: none"> 1. Experience of working in a registered social landlord of similar.
Knowledge	<ol style="list-style-type: none"> 1. High standard of computer literacy in Microsoft Excel and Word. 2. Knowledge of gas servicing legislation as it relates to Registered Social Landlords. 3. An understanding of the Society's Aims and Objectives. 	<ol style="list-style-type: none"> 1. Good practical knowledge of relevant legislation and policies for the delivery of excellent customer services in social housing. 2. Understanding of building construction.
Qualifications	<ol style="list-style-type: none"> 1. Educated to at least 'Higher Grade. 2. Willingness to undertake continuous learning and professional development. 	<ol style="list-style-type: none"> 1. Full driving licence.
Other Requirements	<ol style="list-style-type: none"> 1. A commitment to help achieve the Society's aims and objectives. 	<ol style="list-style-type: none"> 1. Understand the Health and Safety requirements relevant to a Housing Association.