

May 2022

Paragon Housing Association Limited

Person Specification

Job Title:	Grade:
Assistant Estates Officer	EVH Grade 6
Skills & Abilities:	Requirement
Able to work in fast paced ,busy environment and deal with competing demands	Essential
Confident manner in dealing with people including handling complex enquiries	Essential
Able to produce a high standard of written work	Essential
Ability to collect , interpret data, produce reports	Essential
Ability to meet critical deadlines	Essential
Able to plan and manage own workload	Essential
Able to work on own initiative	Essential
Flexibility of approach to duties and workload	Essential
Good communication skills	Essential
Able to diagnose and specify non complex repairs	Essential
Able to work effectively with mobile technology	Essential
Awareness of issues around equalities and comply with the required legislation / policy	Essential
Awareness of issues around confidentiality and comply with the required legislation / policy	Essential

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Experience:	
Experience in working with tenants / owners / representative groups	Desirable
Experience in project management	Desirable
Experience in working with housing management functional system	Desirable
Experience in social housing environment	Desirable
Experience in developing and interpreting policy & procedures	Essential
Experience in delivering staff training	Desirable
Knowledge:	
Knowledge of tenancy legislation	Essential
Knowledge of factoring legislation	Essential
Confident in use of Microsoft Office products- particularly Excel , Word and Outlook	Essential
Familiar with IOS software operation and mobile working technology	Desirable
Training & Qualifications:	
Educated to H Grade	Essential ¹
Relevant further educational or professional qualification	Desirable
Formal Training in use Microsoft Office products	Desirable
Driving licence	Essential

¹ Note may disregard if relevant educational or professional qualification held