

Paragon Housing Association Limited

Person Specification

Job Title:	Grade:
Housing Assistant	EVH Grade 6
Skills & Abilities:	Requirement
Essential	
Able to work in fast paced ,busy environment and deal with competing demands	Essential
Proven Customer Services Skills	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 and make decisions based on findings	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
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

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

¹ Note may disregard if relevant educational or professional qualification held