**EXETER CITY COUNCIL**

**Person Specification**

**JOB TITLE :** Lettings and Leasehold Technical Support Assistant

**GRADE :** Grade 4

**POST NO :** 3430

**SERVICE :** Housing

**UNIT :** Landlord Services

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| **SELECTION CRITERIA** | **ESSENTIAL**  **✓** | **DESIRABLE**  **✓** | **CATEGORY** |
| **QUALIFICATIONS**  Educated to GCSE level in five subjects including English and Maths or equivalent experience  NVQ (at least level 2) in relevant area (e.g. Administration; Customer Care) | ✓ | ✓ | C  C |
| **EXPERIENCE/KNOWLEDGE SKILL**  Experience of providing support (including administrative and clerical) to a team delivering a letting and leasehold services within a housing environment  An understanding of leasehold management, Right to Buy or lettings/allocation work  Knowledge of relevant legislation affecting service delivery  The ability to understand the links between the Lettings and Leasehold Team and the other Housing Teams and the importance of delivering a successful service that meets legitimate customer demand  The ability to self-motivate, organise and prioritise a heavy workload  The ability to communicate well both orally and in writing with a variety of audiences in order to impart or discover relevant information  The confidence and assertiveness to be able to deliver potentially unwelcome decisions  A willingness to learn from training  IT experience in relevant programmes (e.g. Word, Excel, Access) and the ability to record accurate data  An understanding of, and commitment to, resident involvement in the delivery of services  An understanding of, and commitment to, the principles of equality and diversity and their application to the work of the Housing service  Knowledge of relevant health and safety considerations | ✓  ✓  ✓  ✓  ✓  ✓  ✓  ✓  ✓ | ✓  ✓  ✓ | A I T  A I  A I  A I T  A I  A I T  A I  A I  A I  A I  A I  A I |
| **SPECIAL REQUIREMENTS/ATTITUDE**  A positive ‘can-do’ attitude  A high level of personal resilience  Must be prepared to travel to various sites and venues and potentially attend meetings outside of normal office hours | ✓  ✓  ✓ |  | A I  A I  A I |
| **OTHER** |  |  |  |

**COMPLETED BY:** Service Lead Housing (Customers)

**DATE:** August 2014