**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 experienceNVQ (at least level 2) in relevant area (e.g. Administration; Customer Care) | ✓ | ✓ | CC |
| **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 workKnowledge of relevant legislation affecting service deliveryThe 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 demandThe ability to self-motivate, organise and prioritise a heavy workloadThe ability to communicate well both orally and in writing with a variety of audiences in order to impart or discover relevant informationThe confidence and assertiveness to be able to deliver potentially unwelcome decisionsA willingness to learn from trainingIT experience in relevant programmes (e.g. Word, Excel, Access) and the ability to record accurate dataAn understanding of, and commitment to, resident involvement in the delivery of servicesAn understanding of, and commitment to, the principles of equality and diversity and their application to the work of the Housing serviceKnowledge of relevant health and safety considerations | ✓✓✓✓✓✓✓✓✓ | ✓✓✓ | A I TA IA IA I TA IA I TA I A IA IA IA IA I |
| **SPECIAL REQUIREMENTS/ATTITUDE**A positive ‘can-do’ attitudeA high level of personal resilienceMust be prepared to travel to various sites and venues and potentially attend meetings outside of normal office hours | ✓✓✓ |  | A IA IA I |
| **OTHER** |  |  |  |

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

**DATE:** August 2014