#### Person specification: Business Support Advisor

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| Qualities | Essential | Desirable |
| **Competencies** | Good organisational, interpersonal and communication skills, with a customer focus.  Be an effective problem solver, who can work on own initiative.  Able to plan and manage own workload to achieve deadlines. |  |
| **Experience** | A good knowledge of customer service principles and practice is essential.  Experience of developing effective working relationships within a varied customer group.  Highly numerate and literate and have precise attention to detail.  Ability to work individually or as part of a team.  Computer literate in Microsoft Word, Excel, Outlook and Access. | Experience of Social Housing. |
| **Commitment** | To providing the best possible service to tenants and the Company |  |
| **Qualifications** | Good general education, including English Language and Maths GCSE or equivalent (grade C or above). | Keyboard skills. |
| **Special Conditions** | Willing to work outside normal working hours if required. |  |
| **Other Attributes** | Self-motivated.  A good sense of humour.  Ability to work within a busy pressured environment.  Professional and approachable at all times. |  |