#### Person specification: Business Support Advisor

|  |  |  |
| --- | --- | --- |
| 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. |  |