#### 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.  Have effective instructional techniques so as to deliver sound digital skills training. |  |
| **Experience** | A good working 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), microsoft word, and excel. | 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. |  |