

**PERSON SPECIFICATION: PSL Administrative Assistant**

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| Qualities | **Essential** | Desirable |
| **Qualifications** | Good standard of general education | Educated to degree level  Housing or development/construction-related qualification or relevant training. |
| **Experience** | Housing/Property management, maintenance, development, environmental or similar industry experience | Housing management systems.  Open Accounts/SAP  Social housing policy and regulation.  Social Housing maintenance.  Familiarity with Housings Regulatory Framework.  Familiarity with current sector-specific initiatives and standards. |
| **Knowledge, Skills & Abilities** | Ability to plan, prioritise, organise, and deliver to agreed targets and deadlines.  Responsive, adaptable and self-motivated.  Ability to work under pressure on occasion.  Good interpersonal and communication skills with people at all levels.  Develops strong and productive working relationships with peers, line reports, external contacts and other colleagues.  Able to deal in a professional manner with colleagues and external business contacts.  Understanding of the importance of customer-focused service delivery.  High levels of accuracy and attention to detail.  Ability to interpret analyse and understand complex information.  Able to provide a flexible approach to work, and occasionally undertake work outside normal office hours.  Has a current, full driving licence or the ability to travel around the local area.  Computer literate and fully conversant with Microsoft Office applications (e.g. Outlook, Word, Excel, SharePoint and Teams), or a willingness to learn.  Ability to identify own skill gaps and request training where required. | Providing oral and written reports.  Civica Cx.  Open Accounts/SAP |