

**PERSON SPECIFICATION:**

**Resolutions Manager**

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| **Qualities & Competencies** | **Essential** | **Desirable** |
| **Qualifications**  | A good standard of education. Minimum of GCSE level Maths and English or equivalent  |   |
| **Experience**  | Developing effective working relationships with a varied customer groupPerforming varied administrative functions in a busy office environmentSocial housing or similar regulatory environment | Creating administrative procedures and systemsProducing clear reporting to demonstrate the performance of a service |
| **Knowledge, Competencies, Skills & Abilities** | Excellent administrative, organisational and interpersonal skillsExcellent verbal and written communication skills Acute attention to detail and strong investigatory skills An effective problem solver who can work on own initiativeAble to develop excellent working relationships with staff at all levelsA confident trainer/presenterAble to work with tight deadlines, competing priorities and workload fluctuationsWilling to work outside normal working hours if requiredAble to deal with complex and confidential issues appropriatelyAble to work individually and as part of a team Diplomacy, tact, patience, flexibilityProactive, creative and resourcefulEmpathy with Teign Housing’s role as a charitable housing providerBe willing to undertake training and development as required within the roleCommitment to providing the best possible service to internal and external customers and to always maintaining confidentialityComputer literate and conversant with Microsoft Office applications (e.g. Outlook, Word, Excel, SharePoint and Teams), or a willingness to learnAbility to identify own skill gaps and request training where required |  |