

Knowes Housing Association

Person Specification for Repairs Officer, Property Services

	Essential	Desirable
<i>Skills & Abilities</i>	<ul style="list-style-type: none"> • Accurate and Informative Report Writing • Good verbal and written communication skills • Skilled in use of Excel and Word • Ability to analyse reports and spot trends • Skills & confidence in negotiating with contractors • Self motivated • Ability to work to deadlines • Ability to supervise a team of repairs and maintenance staff • Confidence in communicating with tenants and other members of the public • Able to demonstrate initiative and flexibility in managing workload 	
<i>Experience</i>	<ul style="list-style-type: none"> • Experience of working with computerised database and record systems • Experience in an administration function • Experience of working in a front line customer service environment • Experience of working in a regulated environment and following policies and procedures • Working with contractors and consultants in a team environment 	<ul style="list-style-type: none"> • Experience of working in a social housing repairs and maintenance service • Experience of staff supervision
<i>Education/Training</i>	<ul style="list-style-type: none"> • Educated to HND level in business administration or equivalent work experience 	<ul style="list-style-type: none"> • Social housing related qualification

<i>Knowledge</i>	<ul style="list-style-type: none"> • A working knowledge of repairs and maintenance across housing services • Working knowledge of Microsoft Word and Excel computer packages • Relevant Health & Safety standards • Practical application of knowledge across the key areas of the role • Gas safety legislation • Asbestos legislation • Knowledge of researching new information about policies, legislation, initiatives and strategies • Knowledge of Housing Policy, procedures and processes 	<ul style="list-style-type: none"> • Knowledge of computerised repair systems
<i>Values/Attitudes</i>	<ul style="list-style-type: none"> • Demonstrate a knowledge of equal opportunities principles and practice • Committed to Continuous improvement • Customer focused • Professional approach, displaying honesty and integrity • Respect for customers and colleagues 	
<i>Other requirements</i>		<ul style="list-style-type: none"> • Full driving licence and use of own car