

Person Specification

Post	Housing Assistant
Grade	EVH Grade 6

Education/Qualifications	Essential	Desirable
Possess Standard Grade English (or equivalent)	√	
Possess a relevant qualification to HNC level		√
Experience		
Sufficient experience in a generic Housing Management role within the social rented sector	√	
Experience of working with the public	√	
Experience of working in Housing Association Sector		√
Experience of rent arrears management and recovery within social rented sector		√
Knowledge		
Good knowledge of relevant housing legislation	√	
Good understanding of the Scottish Social Housing Charter	√	
Some working knowledge of Housing Management Software		√
Skills and abilities		
Possess Excellent Customer Care Skills	√	
Ability to organise and manage own workload	√	
Possess Excellent Communication Skills including the ability to produce comprehensive reports, letters, etc	√	
Strong writing skills	√	
Ability to work under pressure and meet deadlines	√	
Ability to work as part of a team	√	
Ability to take directions from Supervisors/Managers	√	
Other Requirements		
Committed, flexible and adaptable approach to work requirements.	√	
Commitment to ethos of social housing and Rosehill's values, including equalities and human rights.	√	
Possession of a full current driving licence, use of a car and have car insurance for business use		√
Strong IT Skills		√
Understanding of Welfare Reforms		√