

Person Specification
Technical Services Assistant (EVH Grade 6)

Section	Requirement Type	Criteria
Qualifications	Essential	Educated to Higher grade level or equivalent.
	Desirable	Relevant qualifications in Housing, Property Maintenance, Construction, other related disciplines, or a willingness to work towards.
Knowledge	Essential	Knowledge of property maintenance and repairs processes. Understanding of health and safety requirements within a housing or property environment. Understanding of housing compliance requirements. Understanding of customer service principles and standards. Awareness of Scottish Housing Regulator ARC reporting requirements. Awareness of performance monitoring and reporting requirements. Understanding of data protection and confidentiality.
	Desirable	Knowledge of social housing sector practices and regulations. Knowledge of procurement and tendering processes. Knowledge of bespoke housing management software.
Experience	Essential	Experience within construction, repairs or property maintenance services. Experience of processing repairs or maintenance requests. Experience of carrying out property inspections or surveys. Experience of handling complaints and resolving customer issues. Experience of maintaining accurate records, databases and electronic filing systems.

		Experience of dealing with customers and responding to enquiries. Experience of liaising with contractors, suppliers or external stakeholders. Experience of monitoring and progressing work to completion. Experience of using Microsoft Office applications.
	Desirable	Experience within social housing. Experience of analysing and reporting performance data. Experience of processing invoices and monitoring budgets.
Skills and Abilities	Essential	Excellent organisational and time management skills. Ability to prioritise workloads and meet competing deadlines. Strong attention to detail and accuracy. Effective written and verbal communication skills. Ability to build positive relationships with tenants, contractors and colleagues. Ability to work independently and as part of a team. Competent IT skills. Problem-solving ability and initiative. Commitment to customer service.
Attributes	Essential	Customer-focused and responsive. Professional, approachable and courteous. Flexible and adaptable. Reliable and accountable.
Other Requirements	Essential / Desirable	Commitment to equality, diversity and inclusion. Commitment to Rosehill's Vision and Values. Commitment to continuous improvement. Willingness to undertake relevant training. Full UK Driving Licence and a car owner (desirable).

