



# Housing Services Administrator

## BHT Housing Services

### Person Specification

Ref: 842

This post requires that the post holder has the following skills and experience to fulfil the job description. Please address yourself to the points marked \* and explain clearly how your experience and knowledge meets each of these requirements.

## Experience

- \* 1. Experience within the housing sector including voids and lettings, mutual exchanges, repair services, planned and cyclical work.
- \* 2. Experience of working in a customer service led environment.
- 3. Experience of managing accurate repair systems using effective administration.
- \* 4. Experience of liaising with tenants, staff, contractors including verbal and written.

## Skills/Ability/Knowledge

- \* 5. Ability to be able to manage projects efficiently.
- \* 6. A working knowledge of repairs and the experience of using this in your role(s) within social housing or other rented accommodation fields.
- \* 7. Ability to maintain a performance management database to produce KPI reports.
- 8. Demonstrate building effective working relationships with internal and external agencies.
- 9. Ability to work within defined policy and procedure.
- \* 10. Excellent IT skills including extensive use of Excel, Microsoft and Outlook.
- 11. Excellent literacy & numeracy skills.
- 12. Good at problem solving in difficult situations and the ability to prioritise and balance workload.
- 13. Good communication skills.
- 14. Understanding budgets to allocate purchase orders to a correct budget / project.

## **Attitudes**

15. Determination to provide the best possible service to tenants and other clients.
16. Commitment to equal opportunities.
17. Enjoy working as part of team.
18. Willingness to gain more knowledge and learn new skills.
19. Commitment to assisting the Housing Services team meet the demands of their roles.