

Person Specification – Technical Assistant	
Criteria	Essential / Desirable
<ul style="list-style-type: none"> Educated to Higher grade or equivalent 	E
<ul style="list-style-type: none"> Experience of recording and following up on repairs issues 	D
<ul style="list-style-type: none"> Effective team player 	E
<ul style="list-style-type: none"> Excellent IT skills using MS Office packages and other software for reporting and analysis 	E
<ul style="list-style-type: none"> Experience of working with Capita Open Housing software 	D
<ul style="list-style-type: none"> Excellent organisational and administrative skills 	E
<ul style="list-style-type: none"> Excellent written and verbal communication skills 	E
<ul style="list-style-type: none"> Experience of effectively managing customer issues and engaging with tenants 	E
<ul style="list-style-type: none"> Experience of dealing with potentially difficult customers 	E
<ul style="list-style-type: none"> Positive and professional attitude 	E
<ul style="list-style-type: none"> Awareness and commitment to equality & diversity issues 	E
<ul style="list-style-type: none"> Willingness to work flexible hours in response to organisational needs 	E
<ul style="list-style-type: none"> Experience of preparing Key Performance Indicator (KPI) reports 	E
<ul style="list-style-type: none"> Ability to manage demanding workload effectively 	E