

**PERSON SPECIFICATION
TECHNICAL ASSISTANT (HOUSING SERVICES)**

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
EDUCATION AND KEY KNOWLEDGE	<p>Minimum of 5 GCSE passes (or equivalent) to include English Language</p> <p>An awareness of the particular issues relating to older, disabled and vulnerable people and their housing needs</p> <p>An basic understanding of building construction and techniques</p>	<p>Qualification in Building Studies / equivalent (or have a minimum of two years experience in the building /property maintenance & improvement field</p> <p>A knowledge of Housing Legislation</p>
RELEVANT SKILLS AND EXPERIENCE	<p>Willingness to learn and develop new skills</p> <p>Experience of working with the public, particularly older and disabled people</p> <p>Competent in the use of windows based packages, including word-processing and Excel</p> <p>Excellent verbal/ numerical skills and the ability to deal with people with tact and diplomacy.</p> <p>Ability to work and contribute as a team member</p> <p>Highly motivated and committed and able to work on own initiative</p> <p>Methodical, consistent and accurate recording of information and events</p> <p>Ability to organise / prioritise / work under pressure and manage own workload</p>	<p>An understanding of and the ability to provide, best practice in customer care</p> <p>An awareness and appreciation of the political aspects of local government</p> <p>Understand the principles of confidentiality</p>
KEY COMPETENCIES		
Innovation & creativity	Develops innovative approaches	Promotes creativity
Analytical Thinking & Decision Making	Assesses and manages risk	

Planning & Organising	<p>Plans and implements programmes of work</p> <p>Manages information</p> <p>Organises effectively</p>	
Communication	<p>Communicates effectively</p> <p>Keeps others informed</p>	Promotes a culture of openness and understanding
Personal Effectiveness & Development	Strives for achievement, taking responsibility for achieving results	
Customer focus	Understands and meets the needs of customers	<p>Develops the customer focused organisation</p> <p>Improves customer service</p>
Work collaboratively	<p>Develops networks and works collaboratively</p> <p>Is an effective team player</p>	
Special Requirements	<p>Must hold a current, full, UK driving licence and have a suitably insured vehicle available for work purposes</p> <p>Able to carry out site visits / inspections</p> <p>Be prepared to work outdoors, irrespective of weather or conditions</p>	Willing to work outside of normal hours on occasion
Equality	Acceptance of and commitment to the principles underlying the Council's Equal Opportunities	