

<b>Post Title:</b>	Asset Information & Support Officer
<b>Grade:</b>	Stroud 4
<b>Responsible to:</b>	Senior Asset Information & Support Officer
<b>Service Area:</b>	Tenant Services
<b>Post Number:</b>	

## ESSENTIAL CRITERIA

### QUALIFICATIONS

Good general education with at least 5 GCSEs grades C or above including Maths and English

### EXPERIENCE

- Ability to work effectively in a business support or business administration environment
- Able to work as part of a team
- Experience of the effective use of ICT
- Ability to interpret and analyse data
- Able to co-ordinate the collection and uploading of stock condition data
- Possess and understanding of Asset Management and property issues
- High level of experience and ability using spreadsheets data bases (Access, MS Excel)

### SKILLS & KNOWLEDGE

- Excellent Numeracy skills
- Excellent written and verbal communication skills
- Excellent IT skills, including data based systems (currently Northgate), word and excel systems

### PERSONAL ATTRIBUTES

- Able to work effectively under pressure and in stressful circumstances
- Have a high degree of analytical ability.

### OTHER

- Committed to working for an employer that values diversity and equality of opportunity

## DESIRABLE CRITERIA

### QUALIFICATIONS

- IT user qualification
- Customer Service qualification

### EXPERIENCE

- Dealing with customers, both on the phone and face to face

## CORE COMPETENCIES

### 1. **Effective Communication**

You will be able to communicate clearly and effectively with a diverse range of people.  
You can vary your communication dependant to your customer, using effective listening with the ability to persuade and influence where appropriate.

### 2. **Customer Service**

You are able to deliver the highest quality of service to our customers, both internal and external.  
You will strive to deliver a consistently high quality service, with commitment to understanding and meeting their needs, inline with policies.

### 3. **Working Together**

You will be able to work co-operatively with colleagues and partners to achieve results and develop good working relationships.  
You will be able to focus on the development of yourself and colleagues in order to enhance performance, motivation and ability to change.

### 4. **Innovating**

You will be able to seek better, more effective ways of delivering services.

### 5. **Accepting Change**

You will be able to adapt to new work challenges and situations, adopting a positive attitude to change.

### 6. **Supporting the delivery of SDC priorities**

You will be able to demonstrate an understanding of and commitment to the Council and its Services.  
You will be able to demonstrate how your work supports and meets the needs of the service.