

Post Title:	Housing Contracts Assistant
Grade:	Stroud 3
Responsible to:	Housing Contracts Officer
Service Area:	Tenant Services
Post Number:	Post number

ESSENTIAL CRITERIA

QUALIFICATIONS

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

EXPERIENCE

- Work in a business support or business administration environment
- Experience of accurate data administration
- Proven ability to work effectively as part of a team
- Experience in the use of ICT preferably including MS Office (Access and Excel)

SKILLS & KNOWLEDGE

- Good general education or equivalent experience in an administration role, Proactive, take initiative and well organised.
- Good written and verbal communication skills.
- To be competent in all Microsoft packages
- To be able to work with large amounts of data.

PERSONAL ATTRIBUTES

- Customer focused being able to deal with customers, both on the phone and face to face

OTHER

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

DESIRABLE CRITERIA

QUALIFICATIONS

- IT user qualification
- Customer Service qualification

EXPERIENCE

- Previous work experience using a data management system

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 o understanding and meeting their needs, in line 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.

7. **Conscientiousness**

You will be able to be conscientious in the work you do and demonstrate that you can work in an organised and orderly manner.

You will be able to demonstrate that you can be industrious in the way you work.