

Post Title:	Maintenance Advisor
Grade:	Stroud 3
Responsible to:	Senior Maintenance Advisor
Service Area:	Tenant Services
Post Number:	

ESSENTIAL CRITERIA

QUALIFICATIONS

Good standard of education with a minimum of 5 GCSEs grades C or above including Maths and English

EXPERIENCE

Business and administrative support

Dealing with the public

Working in a housing or similar environment

Providing front line service to customers, preferably in a repairs and maintenance environment

SKILLS & KNOWLEDGE

IT Literate

Attention to detail and accuracy

Excellent written and verbal communication skills

Good organisational skills

Good telephone manner

PERSONAL ATTRIBUTES

Able to work effectively under pressure and in challenging circumstances

Able to work as part of a team

OTHER

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

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, 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.