

<b>Post Title:</b>	Housing Contracts Assistant
<b>Grade:</b>	Stroud 3
<b>Responsible to:</b>	Senior Asset Data Officer
<b>Service Area:</b>	Tenant Services
<b>Post Number:</b>	TEN 1525

## ESSENTIAL CRITERIA

### QUALIFICATIONS

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

### EXPERIENCE

- Work in a business support or business administration environment
- Experience of accurate data administration
- Dealing with customers, both on the phone and face to face
- Proven ability to work effectively as part of a team
- Experienced in the use of ICT preferably including MS Office (Word and Excel)

### SKILLS & KNOWLEDGE

- Good attention to detail and accuracy
- Good organisational skills
- Excellent written and verbal communication skills
- Numeracy skills

### PERSONAL ATTRIBUTES

- Proactive person who uses initiative
- Able to work as part of a team
- Able to work effectively under pressure and at times in challenging circumstances

### 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
- Previous experience of Co-ordinating, collecting and uploading of stock condition data.

### SKILLS & KNOWLEDGE

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

## 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.

### **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.