

<b>Post Title:</b>	Senior Maintenance Advisor
<b>Grade:</b>	Stroud 4
<b>Responsible to:</b>	Senior Asset Data Officer
<b>Service Area:</b>	Tenant Services
<b>Post Number:</b>	

## ESSENTIAL CRITERIA

### QUALIFICATIONS

GCSE grades A-C in English and Maths or equivalent, or extensive experience

### EXPERIENCE

Experience of dealing with the public/customers

Experience of working in an administrative or similar role

Experience of working with computers (especially database applications)

### SKILLS & KNOWLEDGE

Excellent organisational skills and the ability to prioritise own workload and the workloads of others

Accuracy and attention to detail

Proficient in the use of MS Office applications including Word and Excel.

Excellent written and verbal communication skills

Ability to find creative solutions to problems that arise within the service

### PERSONAL ATTRIBUTES

Committed to providing excellent customer service

Ability to work under pressure and maintain high standards of service delivery.

### OTHER

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

## DESIRABLE CRITERIA

### QUALIFICATIONS

Institutive of customer services

### EXPERIENCE

Experience of Housing Systems and Asset Management Databases

Experience of working in a supervisory role

### PERSONAL ATTRIBUTES

ICS Communications or above

## 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.