

## New Charter Housing Trust Group - Person Specification

### Title: Housing Advice Receptionist

Competency/Skills/Knowledge/Education	Personal Qualities	Category	Method of assessment
<b>1. Educational Standard/Qualification</b>			
GCSE in English and Maths (or equivalent)		D	App/Cert
Committed to ongoing self development		E	App/Cert
<b>2. Specialist skills</b>			
Organisational Skills		E	App/Int
Ability to input and understand data		E	App/Int
Excellent communication skills		E	App/Int
Ability to work in high pressure environment		E	App/Int
IT Literate		E	App/Int
<b>3. Experience</b>			
Experience of working in a busy office environment		D	App/Int
Experience of setting up and maintaining administrative systems		E	App/Int
Experience of working with the general public		E	App/Int
Experience in a customer care/customer advice environment		D	App/Int
Knowledge/experience of Housing or Homelessness		D	App/Int
<b>4. Key skills</b>			
Ability to work to deadlines		E	App/Int
Ability to manage customer expectations		E	App/Int

Ability to respond professionally to customer complaints		E	App/Int
Ability to cope well under pressure		E	App/Int
Good keyboard skills		E	App/Int
Excellent communication skills		E	App/Int
Good telephone manner		E	App/Int
Ability to work on own initiative and as part of a team		E	App/Int
<b>5.Specialist knowledge</b>			
Knowledge and understanding of Housing Legislation and Guidance		D	App/Int
Microsoft excel, PowerPoint, outlook		D	App/Int
Microsoft word		E	App/Int
<b>6. Vision, Values &amp; Behaviours</b>			
New Charter Vision, Values and Behaviours (attached separately)		E	App/Int

**For information:**

**Category D:** Refers to **Desirable Features** which would normally enable the successful candidate to perform the duties and tasks better and more efficiently than one who did not have the qualifications, training, experience, etc.

**Category E:** Refers to **Essential Requirements** without which the candidate would be unable to carry out the duties of the post

