

**PERSON SPECIFICATION  
MAINTENANCE ADMINISTRATOR – MATERNITY COVER**

**INTRODUCTION**

This specification has been drafted to provide a clear and consistent method of selecting candidates for this post. It identifies the key skills, abilities and attributes which a successful applicant will demonstrate. Candidates applying for this post will need to demonstrate that they possess the required technical knowledge and have experience of successfully applying their skills.

ATTRIBUTE	ESSENTIAL	DESIRABLE
Education / Qualifications	An appropriate qualification in administration (or secretarial) skills.	Min typing speed 50 wpm
Job Knowledge / Experience	<p>A thorough working knowledge and understanding of the functions of an administrative role.</p> <p>Previous experience of administrative work within an office environment.</p>	Basic knowledge of the components in a property to facilitate repairs reporting. Previous experience of a housing association or local authority working environment.
Special Aptitudes	<p>Intermediate level knowledge of Microsoft Office (Outlook, Excel, Word, Access)</p> <p>Ability to communicate with a wide range of people and maintain effective relationships with staff, tenants, contractors and Board Members.</p> <p>Professional approach and commitment to a high standard of service provision.</p> <p>Experience of handling confidential information.</p>	Advanced level knowledge of Microsoft Office (Outlook, Excel, Word, Access)
Personal Skills	<p>Strong oral and written communication skills. Ability to create audience appropriate letters, emails etc.</p> <p>Professional telephone manner.</p> <p>Self-motivation; flexibility to adapt to changing priorities and workload.</p> <p>Ability to organise tasks of varying priority.</p> <p>Strong time management skills. Ability to work under pressure, whether as part of a team or on own initiative.</p>	