

ASSESSMENT CRITERIA

POST: Property Repairs Officer

PERSON SPECIFICATION	ESSENTIAL/ DESIRABLE		BASIS OF ASSESSMENT			
	E	D	a	b	c	d
1. Good standard of education (GCSE's or equivalent)	•		✓	✓		
2. Experience of working in an office environment	•		✓	✓	✓	
3. Experience in successfully diagnosing and ordering repairs to occupied properties		•	✓	✓	✓	
4. Experience of working in social housing or with tenanted properties		•	✓	✓	✓	
5. Ability to produce accurately typed documents	•		✓	✓	✓	
6. Ability to communicate effectively	•		✓	✓	✓	✓
7. Numeracy, computer literacy and good keyboard skills	•		✓	✓	✓	
8. Excellent telephone manner	•		✓	✓	✓	
9. Experience/knowledge of dealing with repairs		•	✓	✓	✓	
10. Enthusiasm	•		✓	✓	✓	✓
11. Commitment to Equality and Diversity	•		✓	✓		
12. Ability to organise and prioritise work within a team and on own initiative	•		✓	✓	✓	✓
13. Flexibility in working in co-operation with other colleagues and customers	•		✓	✓	✓	✓
14. Ability to contribute effectively to team objectives and policy making	•		✓	✓	✓	✓
15. Overriding commitment to customer satisfaction and resident involvement	•		✓	✓	✓	✓
16. Flexible in approach to hours worked by agreement between the Association and employee	•		✓	✓		

a. Application Form

c. References

b. Interview

d. Other (eg presentation, test)