

**MAINTENANCE ASSISTANT**

# PERSON SPECIFICATION

Essential **(E)** /Desirable **(D)** Criteria

* Educated to SCQF Level 5 e.g. credit or equivalent including English [E]
* Full current driving licence and access to own car [E]
* Successful work experience track record in related environment [E]
* Ability to prioritise, manage time effectively and meet deadlines [E]
* Up to date knowledge of Health & Safety legislation and best practice [E]
* Commitment to Equal Opportunities [E]
* Excellent organisational and administrative skills together with ability to draft clear, succinct reports and letters [E]
* Self-motivated, able to take responsibility and work on own initiative [E]
* Innovative and imaginative approach to problem solving [E]
* Excellent communication skills (oral & written) [E]
* Ability to work effectively as part of a small team, contributing to policy & procedure review [E]
* Track record of excellence in performance against strict targets [E]
* Passionate about the delivery of excellent customer service [E]
* Good computer skills competency including experience with Microsoft Office, Word, Excel, Access & PowerPoint [E]
* Ability to work out with normal working hours [E]

Demonstrable experience gained in a maintenance department of a Registered Social Landlord [D]

* Experience of Housing Maintenance software [D]
* Knowledge of Performance Standards [D]
* Awareness of tenant participation issues [D]
* Previous work or voluntary experience gained in a high performing RSL [D]
* Experience of engaging successfully with tenants to deliver excellent customer service [D]