PERSON SPECIFICATION

The person specification is a picture of skills, knowledge and experience required to carry out the job. It has been used to draw up the advert and will also be used in the short-listing and interview process for this post.

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| **Essential** | **Desirable** |
| **Experience and education** | |
| Experience of caretaking duties and cleaning.  Grounds maintenance experience.  At least 2 years’ experience in working in a public environment  Ability to communicate effectively with residents and colleagues  Some experience of maintaining machinery and tools.  Knowledge of C.O.S.H procedures, or equivalent.  Able to use general groundwork machinery. I.E Lawnmowers etc. | Experience in community building activity  Knowledge of storekeeping and stock control  Experience of placing orders  Experience of working with Tenant Management Organisations  Local authority experience |
| **Knowledge, Skills and Abilities** | |
| Good teamwork skills, able to liaise, negotiate and delegate, able to perform as part of a team  Excellent customer service skills  Ability to communicate courteously and efficiently with visitors to the office and telephone enquiries from residents, members of the public and other organisations.  Able to maintain good relations and deal confidently and proactively with residents, staff, and contractors.  Good written communication skills  Excellent organisational and time management skills  Ability to record repairs in repair book  Ability to work efficiently and calmly under pressure  Enthusiasm to learn and develop  Ability to work within the TMOs equal opportunities policy.  Ability to abide by Health and Safety regulations  Able to abide by the code of confidentiality policy. | Understanding of the needs of vulnerable residents  Knowledge of general administration procedures ensuring accuracy and confidentiality is maintained  Ability to keep records of performance data for BMO Board and Local Authority purposes |