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 colleaguesSome 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 activityKnowledge of storekeeping and stock controlExperience of placing ordersExperience 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 teamExcellent customer service skillsAbility 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 skillsExcellent organisational and time management skillsAbility to record repairs in repair bookAbility to work efficiently and calmly under pressureEnthusiasm to learn and developAbility to work within the TMOs equal opportunities policy. Ability to abide by Health and Safety regulationsAble to abide by the code of confidentiality policy. | Understanding of the needs of vulnerable residentsKnowledge of general administration procedures ensuring accuracy and confidentiality is maintainedAbility to keep records of performance data for BMO Board and Local Authority purposes |