



ADUR & WORTHING COUNCILS

Person Specification

Authority:	Adur District Council
Directorate:	Communities
Section:	Housing: Adur Homes Administration
Post Title:	Housing Administration Officer
Post Number:	40915
Accountable to:	Systems & Performance Manager
Management responsibility for:	N/A
Authority to liaise with:	Internal – colleagues at all levels External – social housing tenants, contractors and suppliers.

Area	Requirements	
Qualifications	Essential	Desirable
	GCSE English Language and Maths at grade C or above	
<i>Professional Registration (where applicable)</i>		
Knowledge & Experience		
(e.g. Technical, Administrative, Managerial – use one or more categories as/where appropriate)	Strong general administrative skills Able to demonstrate high standards of customer service.	Experience of debt recovery Experience of managing garage lettings process
Skills		

Communication/ relationship	Internal: ability to build effective relationships with colleagues at all levels and work as part of a team. External: ability to build rapport and communicate clearly and professionally with customers and contractors	
Analytical/ judgmental	Problem-solving skills	
Planning/ organisational	Able to prioritise and manage a varied workload in order to contribute to team objectives	
IT	Able to use Windows systems	Experience of using a housing management system and electronic document and records management system
Abilities		
Physical	Normal office based activity	
Mental		
Emotional	Able to work to deadlines when required Able to deal with occasional challenging behaviour	
Working conditions / Style	General office conditions	
Other: •		

Person Specification agreed by:

Post holder: <i>(print name)</i>	
Signature:	
Date:	
Line Manager: <i>(print name)</i>	
Signature:	
Date:	

Executive Head of Service: <i>(print name)</i>	
Signature:	
Date:	