

**Head Office Administrator
CESSAC & CESSA Housing Association (CESSA HA)**

Person Specification

Essential Criteria

- Effective and confident communication skills; internally at all levels of the organisation and externally, with residents and other visitors and callers to Head Office.
- Able to create rapport with others; displaying honesty, openness and empathy with the customer group (older people aged 60 and over), particularly those with an ex-Service background.
- Excellent team player, able to balance sometimes conflicting business needs to ensure that tasks are delivered cohesively in a timely manner.
- Excellent time management; able to manage a varying and sometimes busy workload.
- Excellent organisational skills, including the prioritisation of tasks and the effective management of people and property-related documents.
- An eye for detail, with an ability to record data accurately and spot anomalies, or where something doesn't 'quite add up'.
- Effective problem-solving skills, especially where solutions are not always transparent.
- Able to be adaptable where necessary, and deal with the 'unexpected' at short notice.
- Able to competently use Microsoft applications e.g. Outlook, Excel and Word.
- An interest in learning new skills, with a willingness to develop within the Social Housing Sector and work towards an organisationally sponsored professional accreditation.
- DBS clearance (or ability to obtain it, i.e. no personal history that would preclude it).

Desirable Criteria

- Experience of working within a close-knit team and happy to work with limited supervision.
- Energetic, hard-working and personable; building connections quickly, striving always to make a difference.
- A willingness to go the extra mile at all times.
- A 'can do' attitude; seeing opportunities to improve the way things work, rather than barriers to change.
- Competent with the use of computerised information and management systems including IT packages.
- Experience of record keeping and data management using an IT system.
- Clean driving licence and access to a car insured for business purposes.