**ORCHARD HOUSING SOCIETY**

**Sheltered Housing Officer: Person Specification**

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|  | **Essential** | **Desirable (nice to have)** |
| **Education/Qualifications** | Educated to GCSE or equivalent |  |
| **Experience** | * Experience of working in an administrative position
 | * Previous experience of working for a charitable or not for profit organisation
* Experience of working with people in a support setting
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| **Knowledge** | * Working knowledge of Microsoft (Outlook, Word, Excel and PowerPoint)
 | * Knowledge of website design
* Knowledge of housing
* Knowledge of policies & procedures, including: Safeguarding, Health & Safety, Customer Care
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| **Skills** | * Good communication skills both written and verbal
* Excellent time management skills
* Information management skills and ability to develop and manage systems for recording and storing information and data
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| **Personal Attributes/Abilities** | * Ability to work with and respect the needs of older people
* Ability to present information verbally and in writing, in a clear and concise manner with excellent attention to detail
* Ability to exercise discretion in dealing with confidential or sensitive matters
* Ability to work as part of a small team
* Flexible and adaptable to the needs of a small organisation
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