A black and white drawing of a tree

Description automatically generated with medium confidence**ORCHARD HOUSING SOCIETY**

**Sheltered Housing Officer: Person Specification**

|  |  |  |
| --- | --- | --- |
|  | **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 |
| **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 |
| **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 |  |
| **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 |  |