

Allocations & Administration Officer - Person Specification

Essential experience:

- Customer-facing experience with the ability to communicate clearly and appropriately with a wide range of people.
- Ability to deal calmly and tactfully with customers in difficult or stressful situations.

Essential knowledge and skills:

- Ability to prioritise, use initiative, meet deadlines and work calmly under pressure.
- Staff management experience, including supporting, training and managing performance within a team.
- Strong organisation and time management skills, including balancing personal workload with staff supervision.
- Confident IT skills, including Microsoft Office and the ability to learn GHA's in-house system.
- Ability to produce clear written information with strong attention to detail.
- Sound judgement, diplomacy and fairness, with a sympathetic but firm approach.
- Ability to apply policies and procedures consistently and fairly.
- Ability to handle sensitive information with confidentiality and discretion.
- Commitment to equal opportunities and respectful treatment of applicants, customers and colleagues.

Desirable skills and attributes:

- Confidence to suggest improvements and contribute positively to team development.
- Ability to work well with others and contribute to a calm, professional team environment.
- Understanding of social housing, allocations or tenancy-related processes.
- Ability to drive and use a motor vehicle for off-site meetings.

Education and qualifications:

- Good general education, particularly English and maths.
- Basic numeracy and IT skills.