



Person Specification – Lettings Assistant

EDUCATION, TRAINING AND EXPERIENCE	Essential	Desirable
Willingness to gain experience in caretaking and/or building maintenance and security	✓	
Willingness to learn how to undertake DIY tasks	✓	
Good understanding of health and safety		✓
PERSONAL EFFECTIVENESS AND SELF DEVELOPMENT		
Seize opportunities and takes the initiative to move things along in a positive way		✓
Is adaptable, receptive to new ideas and willing to adjust to new demands and circumstances	✓	
Understands and follows the school's policies on health and safety and risk management	✓	
Ability to apply initiative whilst understanding when to ask for help and assistance	✓	
INTERPERSONAL SKILLS		
Co-operates and works well with others in pursuit of team goals, sharing information and supporting others	✓	
Communicates orally in a clear, fluent, concise and appropriate way both face-to-face and via the telephone	✓	
Excellent time management and organisational skills	✓	
ANALYSIS AND JUDGEMENT		
Aware of information sources and how to get information needed	✓	
Adopts a flexible and creative approach, redefining problems in light of information gathered or changes in context	✓	
CUSTOMER AWARENESS		
Ensures work is carried out to customer service standards	✓	
Provides services which have been designed to meet customer needs and expectations and which conform to the highest professional standards	✓	

