

Person Specification

Housing Trainee

SECTION	CRITERIA
<p>Skills, Knowledge & Experience</p>	<ul style="list-style-type: none"> • Basic understanding of the Group’s activities, values and scope of work • Interpersonal skills, and the ability to foster relationships with internal and external contacts • Understanding and ability to work as a flexible team member, contributing to the delivery of business objectives • Understanding of equality and diversity as an important aspect of working • Communication skills • Understanding of customer service principles • Time management skills • Understanding an office environment, relevant equipment, filing and other office systems • Organisational skills, with the ability to work to tight deadlines and prioritise workload <p>Personal attributes</p> <ul style="list-style-type: none"> • Personal integrity and motivation • Commitment to continuous personal development • Willingness to participate in a structured work experience training programme • Professionally attired • Willingness to work flexibly to ensure a high level of customer service

Key Responsibilities of Role

- To fully participate in the work experience programme designed to enable future employment
- To develop a range of transferable employability skills
- To develop a basic broad range of relevant service knowledge

Working Relationships

Key Internal working relationships are with:

- Operational Teams across the Group
- Colleagues and service users

Key External working relationships are with:

- Learning providers
- Tenants of the Group; residents in the community & relatives
- Partners/Agencies
- Contractors – providing agreed services on the Groups behalf