

Employee Specification  
Tenancy Resource Worker - Fusion HOMEs

When completing your application please ensure that you demonstrate how you meet these criteria. This will be assessed either by application form, interview or from references

Criteria		Essential	Desirable	How this will be assessed
<b>Experience</b>	1. Working with the public	✓		Application
	2. Office administration systems	✓		Application
	3. Developing and maintaining filing systems	✓		Application
	4. Scheduling meetings and appointments	✓		Application
	5. Answering telephone enquiries	✓		Application
	6. Drafting letters and other documents	✓		Application
	7. Understanding of the private rented housing sector		✓	Application
	8. Minute taking		✓	Application
<b>Knowledge</b>	9. A working knowledge of Microsoft Office applications	✓		Application
	10. A working knowledge of databases	✓		Application
	11. Knowledge of office management systems and procedures	✓		Application
<b>Skills</b>	12. Good organisational skills	✓		Interview
	13. Ability to work on own initiative	✓		Interview
	14. Ability to communicate assertively with a wide range of people	✓		Interview
	15. Ability to work to time schedules	✓		Interview
	16. Methodical and thorough approach to work	✓		Interview
	17. Excellent time management skills & ability to multi-task and prioritise work	✓		App & Interview
<b>Attitude</b>	18. An understanding of issues surrounding confidentiality	✓		App & Interview
	19. A willingness to learn and undertake training	✓		Interview
	20. To have an understanding and commitment to the implementation and development of Equal Opportunities practices	✓		Application
	21. To be a great team player	✓		App & Interview
	22. To have a non-judgemental approach to working with people	✓		Interview
	23. Willing to attend early evening meetings and arranged visits	✓		Application
	24. To have enthusiasm for evaluation of practice	✓		Application