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| --- | --- |
| Glasgow West Housing Association wishes to compare your experience, skills and knowledge with its requirements. You should, therefore, try to show in the following part of the form how you satisfy these. This does not have to be from paid work but can be from other experience. The Selection Panel may consider candidates who do not meet all the requirements, therefore please complete all sections as appropriate  Application No \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | |
| **SELF ASSESSMENT**  **– Explain how you meet this criteria**  Provide specific examples for each criterion within the subject headers  Maximum 500 words per section / bullet points acceptable | |
| ESSENTIAL REQUIREMENTS | |
| **Repairs Experience**:   * Qualification in repairs/maintenance/   construction field   * Extensive experience in a response repairs role * Demonstrable experience of meeting KPIs * Experience of regulatory and statutory reporting frameworks * Budgetary forecasting and control |  |
| **Leadership**   * Effective Team Leadership/ Resource Planning * Confident communication and negotiating skills * Creating culture of ownership and accountability * Supportive, embraces learning * Supervision and delegation to achieve goals |  |
| **Customer Service**:   * Positive Ambassador, promoting culture of quality, responsive customer service and engagement * Mitigation of complex complaints * Commitment to continuous improvement, learning and best-practice * Effective communication, language and writing skills * Contribution to corporate publications |  |
| **Personal**:   * Self-motivated, flexible and reliable * Self-confident, resilient and adaptable * Strong analytic, organisational and planning skills with high degree of accuracy and attention to detail * Responsive to changing demands |  |
| **Commitment to GWHA values**   * I - Inclusive * C – Considerate * A – Accountable * R – Resourceful * E – Ethical |  |
| DESIRABLE QUALITIES | |
| * RSL experience * Experience of policy development * Experience of HomeMaster housing database |  |

(please use a separate sheet if necessary)