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| **PLEASE COMPLETE AND RETURN** (Please note these criteria will be verified throughout the recruitment process)We want to compare your experience, skills and knowledge with the requirements of the post. You should therefore demonstrate and evidence how you meet each criterion. The Selection Panel may consider candidates, who do not meet all of the “desirable” requirements, therefore you should ensure you complete all sections.  |
| EXPLAIN HOW YOU MEET THIS CRITERIA: (Provide specific examples for each criterion and limit word count to max 500 words per criteria) |
| **SECTION 1 - ESSENTIAL**  |
| 1. **Evidenced**
 |
| Minimum 3 x SCQF Level 4/5 or equivalent (including English) |  |
| Relevant Housing Qualification or willingness to work towards |  |
| 1. **Self-Assessment (using examples)**
 |
| Customer Service Experience |  |
| Good time-management, planning & organisational skills |  |
| Committed to GWHA values: Inclusive, Considerate, Accountable, Resourceful, Ethical |  |
| **SECTION 2 – DESIRABLE**  |
| 1. **Self-Assessment**
 |  |
| Housing Association experience |  |
| Experience of housing management software use (Homemaster, specifically, or other) |  |
| **SECTION 3 – SUPPORTING STATEMENT** |
| Please Tell us why you are right for this role (maximum 500 words) |
|  |

(please use a separate sheet if necessary)