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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 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 5 or equivalent (including English) |  |
| Minimum CIH Level 3 or commitment to work towards  |  |
| 1. **Self-Assessment (using examples)**
 |
| Customer Service experience, including front line resolution of complaints |  |
| Good time-management, planning & organisational skills |  |
| Proficient IT skills including experience of reporting |  |
| Proactive and Supportive Team Member |  |
| Committed to GWHA values: Inclusive, Considerate, Accountable, Resourceful, Ethical |  |
| Experience of repairs within the housing sector |  |
| **SECTION 2 – DESIRABLE**  |
| 1. **Self Assessment**
 |  |
| 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) |
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