



# WILLOW TREE

HOUSING PARTNERSHIP

## **Person Specification Business Support Administrator**

### **You can demonstrate:**

- Experience of working in a social housing context
- Experience of office administration systems and processes
- Knowledge of importance of record keeping systems and databases for clear audit trail purposes
- A strong commitment to customer service
- Excellent telephone skills with the ability to deal with high volume of calls in a fast-paced environment
- Competent in the use of IT including data input
- Competent in the use of Microsoft Word, Excel and Outlook
- Organised, with the ability to prioritise in a flexible manner
- Sound judgement with experience of dealing with a variety of complex and at times vulnerable people in cases such as safeguarding and anti-social behaviour
- Good written, verbal and communication skills
- Personal commitment to continuous self-development and service improvement
- Hold a business administration qualification or have relevant business administration experience
- Membership of Chartered Institute of Housing (CIH) or willingness to become a member of the CIH

