

SOUTH DERBYSHIRE DISTRICT COUNCIL - PERSON SPECIFICATION

Directorate: Place and Prosperity	Service: Housing	Job Title: Repairs and Voids Administrator
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Qualifications, Professional Membership, Technical Skills

ESSENTIAL	DESIRABLE	HOW ASSESSED
5 GCSEs including Maths and English Grade C or above or equivalent qualification.	Working knowledge of systems including; MRI Housing management system, MRI Repairs, Lifespan, and text messaging.	Application form Copy of qualification(s)
Excellent communication skills, via telephone, emails, and text messaging.		Application form Interview
A good working knowledge of Microsoft Word, Excel and Outlook.	Use of M3NHF Schedule of Rates.	Application form Interview
Experience of System Administration of IT systems, including implementing new functionality, upgrades and testing.		Application form Interview
Experience of working in an administrative role.	Experience of working in a customer service environment.	Application form Interview
Basic understanding of Housing legislation including decent homes.		Application form Interview
Strong numerical and analytical skills with attention to detail. Raising Purchase Orders and reconciliation.		Application form Interview
UK driving license.		Application form Interview

Competency	Level	Essential	Desirable	How Assessed
Achieving Results	2	Sets high personal standards for their work and uses own methods to measure success. Know what is expected. Focuses on achievement. Responds positively to challenges, applying energy to tasks and seeking to do things better.		Application form Interview
Communication	3	Ensures that both written and verbal communication is clear and concise. Presents information clearly and logically. Ensures the tone of communication is appropriate. Pays attention to the communication of others.		Application form Interview
Creative Thinking	2	Sees patterns, trends and missing pieces. Questions conventional ways of doing things. Uses new information to offer realistic alternatives. Tailors existing approach in order to provide better results. Actively contributes ideas and creative thinking.		Application form Interview
Customer Focus	3	Meets internal standards of customer service.	Experience of working within a Housing related service.	Application form Interview

		Responds to customer queries and requests in a timely manner, providing appropriate information. Treats customers politely and respectfully. Sees things through and does what they say they will.		
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Decision Making and Problem Solving	2	Ability to systematically solve a problem including ability to collate facts and choose an appropriate course of action from a range of known options. Analyses each stage of the process and breaks down problems into smaller parts. Asks questions to gather information. Organises information logically and systematically to make decisions and determine priorities. Uses initiative.		Application form Interview
Making Change Work	2	Understands and explains the reason for change. Recognises that others may have concerns and works with them to overcome these. Creates a willingness to achieve outcomes. Proactively supports new ideas and initiatives.		Application form Interview

Managing Resources, Projects & Processes	2	Makes decisions on day to day priorities and manages own time effectively. Uses own initiative. Deals with issues systematically in order to make decisions and determine priorities. Develops clear and realistic short term plans. Looks for ways to make the most of available resources. Contributes to decision making processes.		Application form Interview
Organisational Awareness & Commitment	1	Follows rules and regulations, policies and procedures. Helps others to get their job done. Contributes to the aims and objectives of the Council. Respects and accepts what the Council sees as important.		Application form Interview

Personal Impact	2	Ability to adapt style or content to meet the need of the situation or person involved. Remains effective under pressure. Strives to do any task as well as possible. Sets out to achieve win/win situations.		Application form Interview
Working Relationships	2	Maintains constructive working relationships with key stakeholders through established structures and mechanisms. Maintains contact with individuals and groups to ensure a positive working environment. Is a good team player; does his or her share of the work.		Application form Interview
Equal Opportunities and Fairness		Ability to demonstrate a commitment to the principles of equal opportunities and fairness in service delivery and/or employment.		Application form Interview

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