

Assistant Maintenance Officer – August 2025

Person Specification



Essential and desirable skills and experience

Essential Criteria
An effective team player who is capable of coping with changing circumstances and demands.
Experience of working in an organisation committed to excellent customer care and can respond to customers' needs
Can follow procedures, prioritise workloads and work on own initiative
Good attention to detail when working in a public and busy office environment
Can effectively problem solve to overcome difficult situations.
Experience of working with a range of partners to achieve common goals
Confident in dealing with queries and complaints from tenants, and other members of the public
Quick and enthusiastic learner and committed to continuous improvement
Approachable with a positive attitude to team working and assisting colleagues
Strong IT skills - including accuracy in data entry and using Microsoft Word and Excel to produce letters, report writing and extracting/interpreting data
Desirable Criteria
Educated to HNC level or equivalent or relevant experience
Experience of working within social housing or public sector environment
Experience of working in a maintenance related role within a customer focused environment
Experience of receiving and processing repairs
A basic knowledge of tenant safety issues which can affect the social housing sector
Experience of SDM maintenance system, or similar