



Willow Tree Housing Partnership

PERSON SPECIFICATION Apprentice Business Support Administrator

	ESSENTIAL	DESIRABLE
EXPERIENCE	Experience in customer service and dealing with members of the public	Experience of office administration systems and processes
KNOWLEDGE		Knowledge of housing management or maintenance systems.
SKILLS AND ABILITIES	<p>Good written and verbal communication skills</p> <p>A strong commitment to customer service.</p> <p>Competent in use of IT including Word, Excel and data input.</p> <p>Ability to prioritise and work in a flexible manner.</p> <p>Ability to deal with vulnerable people</p>	<p>Personal commitment to continuous self-development and service improvement.</p>
QUALIFICATIONS	5 GCSEs (or equivalent) including English and Maths.	
OTHER		