

SENTINEL HOUSING ASSOCIATION

Post title Allocations Co-ordinator	
Competencies	To do what
Education/Qualification Good standard of education including GCSE passes in English and Maths	To provide a high standard of admin support
Work Experience Proven experience in office administration Experience of providing a customer facing front line service	To work with minimum supervision.
IT Skills Computer literate with knowledge of Microsoft office. Ability to pick-up new IT systems quickly.	To maintain electronic files and records, produce statistics and generate general correspondence.
Skills Excellent communication skills and a good telephone manner. Good written English with ability to draft letters Ability to take a broad perspective and understand the importance of meeting business needs	To interview prospective customers face-to-face and deal with many telephone enquiries. To deal with all correspondence. To prioritise own workload and meet deadlines.
Behavioural/Personal Develop and maintain relationships with partner organisations. A team player who will help cultivate team spirit The ability to empathise with customers. The ability to stay calm and work in a methodical way.	To work closely with the others both inside and outside the organisation. To provide excellent customer service. To maximise the work that can be achieved.

<p>Special Circumstances</p> <p>Must be prepared to work abnormal hours if necessary and attend meetings outside of normal hours of work.</p> <p>Flexibility to work between both offices.</p>	<p>To resolve any emergencies</p> <p>To attend meetings and to cover occasionally.</p>