

BUSINESS IMPROVEMENT OFFICER – Person Specification

<i>What are we looking for?</i>		<i>How will we check if you have it?</i>
Experience	<ul style="list-style-type: none"> • Relevant experience in housing or in a similar role would be an advantage. • Professional or educational experience of conduction data analysis would be an advantage. 	<p>Application</p> <p>Application</p>

Knowledge and skills	<ul style="list-style-type: none"> • Ability to prioritise work and manage several tasks at once to meet deadlines. 	Interview
	<ul style="list-style-type: none"> • Excellent organisational skills including the ability to coordinate activities that require input from a range of stakeholders. 	Interview
	<ul style="list-style-type: none"> • Ability to interpret statistical information and undertake analysis of large data sets. 	Interview and assessment
	<ul style="list-style-type: none"> • Ability to use a range of IT systems. 	Application and Interview
	<ul style="list-style-type: none"> • Ability to interpret regulatory and contractual documents and understand the implications for Newlon. 	Interview and assessment
	<ul style="list-style-type: none"> • Ability to communicate clearly, including good written communication skills. 	Application, interview and assessment.

Core Competencies	<ul style="list-style-type: none"> Financial and numeric awareness – able to use and interpret financial and statistical data. 	Interview, assessment
	<ul style="list-style-type: none"> Communication – ability to communicate with a diverse range of stakeholders, clearly and concisely. 	Interview
	<ul style="list-style-type: none"> Judgement and decision making – able to make recommendations based on independent research and analysis understanding the implications of decisions and recommendations. 	Application Interview
	<ul style="list-style-type: none"> Judgement and decision making – able to make sound judgements about the application of regulatory guidance or contractual obligations. 	Assessment
	<ul style="list-style-type: none"> Working with others/Team work – working in a co-operative, flexible and supportive way demonstrating respect for others opinions and views using initiative to get things done. 	Application, interview
	<ul style="list-style-type: none"> Achieving results and quality focus – consistently working to achieve high standards of quality personally and supporting colleagues to do the same. 	Application, interview
	<ul style="list-style-type: none"> Achieving results and quality focus – able to work with close attention to detail, ensuring responses to requests for regulatory information and customer requests for data are fulfilled accurately and in a timely fashion. 	Application, interview.
	<ul style="list-style-type: none"> Planning and organising – prioritising work in a realistic way to meet deadlines, managing several tasks at once and planning ahead including others in planning. 	Application

Equal Opportunities/Diver sity	<ul style="list-style-type: none"> • An understanding of and commitment to issues involved with working and providing services in a multi-cultural environment. 	Application
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