

## BUSINESS IMPROVEMENT OFFICER – Person Specification

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

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

<b>Core Competencies</b>	<ul style="list-style-type: none"> <li>Financial and numeric awareness – able to use and interpret financial and statistical data.</li> </ul>	Interview, assessment
	<ul style="list-style-type: none"> <li>Communication – ability to communicate with a diverse range of stakeholders, clearly and concisely.</li> </ul>	Interview
	<ul style="list-style-type: none"> <li>Judgement and decision making – able to make recommendations based on independent research and analysis understanding the implications of decisions and recommendations.</li> </ul>	Application Interview
	<ul style="list-style-type: none"> <li>Judgement and decision making – able to make sound judgements about the application of regulatory guidance or contractual obligations.</li> </ul>	Assessment
	<ul style="list-style-type: none"> <li>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.</li> </ul>	Application, interview
	<ul style="list-style-type: none"> <li>Achieving results and quality focus – consistently working to achieve high standards of quality personally and supporting colleagues to do the same.</li> </ul>	Application, interview
	<ul style="list-style-type: none"> <li>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.</li> </ul>	Application, interview.
	<ul style="list-style-type: none"> <li>Planning and organising – prioritising work in a realistic way to meet deadlines, managing several tasks at once and planning ahead including others in planning.</li> </ul>	Application

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