



Resident Services Support Officer - PERSON SPECIFICATION

<i>What are we looking for?</i>	
Experience	
	<ul style="list-style-type: none">• One year's administrative experience

Knowledge and Skills	
	<ul style="list-style-type: none">• Strong IT Skills, including databases

Core Competencies	
Customer Focus Internal and external customers	<ul style="list-style-type: none"> • Delivering an excellent service to internal and external customers • Listening and questioning in order to understand what your customer wants • Providing timely and accurate information to help manage your customer's expectations • Striking a balance between getting the task done and dealing with a person • Remaining positive and looking for what you can do to solve problems and to help • Being aware of the different needs and practices of your customers and dealing with them sensitively • Using and maintaining accurate records and information to deliver a continuously high level of service • Remaining positive and looking for what you can do to solve problems and to help • Being gracious and empathetic with your customers and fair and transparent in your actions • Valuing complaints as a way to learn and looking for ways to improve the customer experience • Being assertive and consistent in implementing the Trust's policies • Taking time out or handing over to a colleague rather than losing your temper in frustrating situations
Communication	<ul style="list-style-type: none"> • Using clear and effective written and verbal communication skills with others • Starting and closing all communications in a positive and respectful way • Listening to others actively and using appropriate questions to check understanding • Coming across to others as optimistic and approachable and representing Newlon as a positive organisation • Responding to messages and requests promptly and helpfully

Core Competencies	
Working with Others/Team Work	<ul style="list-style-type: none"> • Developing and maintaining effective and co-operative working relationships with others and showing respect for all • Giving time and effort to building good working relationships with colleagues in your own and other teams • Working in a co-operative, flexible way and supporting colleagues to remain positive • Recognising how your actions can have an impact on other people's work both inside and beyond your team • Understanding when to share information and doing so in a clear and timely way • Only making non-prejudicial statements about colleagues
Achieving Results and Quality Focus	<ul style="list-style-type: none"> • Setting high work standards and demonstrating commitment to achieving objectives • Follows organisation procedures • Consistently works to achieve high standards of quality • Actively solves problems and seeks better ways of doing things • Achieves results even in difficult or challenging situations
Planning and Organising	<ul style="list-style-type: none"> • Working in a systematic way, planning, and allocating time and resources effectively • Prioritises work in a realistic way to meet deadlines • Manages several tasks at once effectively
Managing Change and Innovation	<ul style="list-style-type: none"> • Being receptive to the need for change, adaptable and able to produce ideas for improvement in own area of work • Demonstrates a positive attitude to change • Adapts to new working conditions and methods constructively
Judgement and Decision Making	<ul style="list-style-type: none"> • Able to make sound decisions and solve problems based on good use of judgement • Gathers information and researches adequately • Consults with appropriate others to seek advice, views and problem solve • Can stay calm and perform effectively under pressure • Is clear on own decision making authority

Core Competencies	
Influencing and Negotiation	<ul style="list-style-type: none"> • Able to persuade and convince others to a course of action and/or negotiate solutions • Gains others trust through openness and integrity
Liaising and Networking	<ul style="list-style-type: none"> • Able to build constructive relationships with others both inside and outside the organisation to improve knowledge, share information and ensure effective business practices • Liaises with others on routine matters to update and report on progress
Financial/Numeric Awareness	<ul style="list-style-type: none"> • Having an understanding of the importance of accurate numeric and financial information. Able to use statistics and financial information to inform day-to-day activities • Accurately compiles or enters numerical data • Is able to use and interpret basic financial information appropriately