

Lettings & Allocations Administrator

Person Specification

| What are we looking for? | | How will we check if you have it? |
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| Experience | <ul style="list-style-type: none"> You have spent some time successfully delivering administrator duties in a customer service delivery role | Application form and interview |
| Knowledge and Skills | <ul style="list-style-type: none"> You have some basic understanding of the principles of housing based on your experience. You are able to use a range of IT packages to support your work and are willing to learn to use new ones as required | Application form and interview |
| Core Competencies | <ul style="list-style-type: none"> Customer focus You demonstrate empathy with the needs of residents and a genuine commitment to resolving issues as far as possible to their satisfaction Your approach gives residents confidence that you are committed to giving a great service | Application form and interview |
| | <ul style="list-style-type: none"> Communication - You have effective written and spoken communication and a track record of successfully representing your organisation with residents or customers | Application form, testing and interview |
| | <ul style="list-style-type: none"> Working with others - You are able to work across teams and departments to deliver excellent customer service | Application form and interview |
| | <ul style="list-style-type: none"> Innovation - You look for creative ways of improving what you do to meet the needs of customers and Newlon and to make processes more reliable, consistent and speedy | Application form and interview |

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| | <ul style="list-style-type: none"> • Planning and organising - You can use systems effectively to help you organise your work and achieve deadlines | Application form, testing and interview |
| | <ul style="list-style-type: none"> • Achieving results and quality focus – Demonstrating commitment to achieving own and team objectives. | Application form, testing and interview |
| | <ul style="list-style-type: none"> • Judgement and Decision making - You are able to make sound decisions within the framework provided and know when to ask for assistance | Application form and interview |
| | <ul style="list-style-type: none"> • Financial/Numeric Awareness – Accurately compiling and entering numerical data onto systems. Using and interpreting basic financial information appropriately | Application form and testing |