

Leasehold Sales 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"> • Experience of dealing with members of the public • A proven track record of providing a customer service to a range of service users in a housing environment 	Application form, Interview and Test
	<ul style="list-style-type: none"> • Experience of dealing with residential conveyancing processes. Knowledge of property transactions and housing legislation • Knowledge of Leasehold and Freehold sales from a housing background 	Application form, Interview and Test
<i>What are we looking for?</i>		<i>How will we check if you have it?</i>
Knowledge and Skills	<ul style="list-style-type: none"> • Excellent knowledge of Microsoft office and ability to use a range of IT systems 	Application form, Interview and Test
	<ul style="list-style-type: none"> • Knowledge and understanding of landlord, tenant and leasehold responsibilities 	Application form, Interview and Test
	<ul style="list-style-type: none"> • Excellent oral and written communications and accurate writing skills including the ability to take minutes at meetings • Able to work under pressure and to meet set deadlines • Maintain accurate records and information • Understand diversity issues and provide appropriate service • Awareness of national and local political framework and trends 	Application form, Interview and Test

<i>What are we looking for?</i>		<i>How will we check if you have it?</i>
Core Competencies	<ul style="list-style-type: none"> Judgement and decision making – you draw on experience and knowledge to make sound decisions and resolve problems 	Application form, Interview and Test
	<ul style="list-style-type: none"> Planning and organising – Proven ability to manage a large and varied workload, meeting performance targets and deadlines under pressure 	Application form, Interview and Test
	<ul style="list-style-type: none"> Working with others – you develop good working relationships with team members and other colleagues in the organisation 	Application form and Interview
	<ul style="list-style-type: none"> Communication – you deal clearly with phone calls and written enquiries making sure that you fully understand the request 	Application form, Interview and Test
	<ul style="list-style-type: none"> Achieving results and quality focus – you solve problems and actively look for ways to improve effectiveness and efficiency 	Interview and Test
	<ul style="list-style-type: none"> Influencing and negotiation – you participate fully in meetings and are confident in putting forward your views in your areas of expertise 	Application form and Interview
	<ul style="list-style-type: none"> Financial and numeric awareness – Excellent attention to detail, you accurately enter and compile numerical data and monitor expenditure 	Application form and Test
	<ul style="list-style-type: none"> Customer focus – you are able to identify and meet the needs of external and internal customers and are able to deal with customers in a respectful and supportive way 	Application form and Interview