

Homes and Lettings Officer – Complex Cases

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"> • Minimum 1 years' experience working in housing or care and dealing with vulnerable residents who may be at risk of safeguarding • Minimum 1 years' experience of working in housing setting 	Application form, Interview
Knowledge and Skills	<ul style="list-style-type: none"> • Understanding & experience of using of IT systems such as Customer relationship Management systems • Understanding of letting properties within target and maximising best use of Newlon's properties • Understanding of safeguarding policies and principles 	Application form, Interview
	<ul style="list-style-type: none"> • An understanding of how you can adapt the service you offer to meet the diverse needs of your customers 	Interview

Core Competencies	<ul style="list-style-type: none"> • Customer focus - You demonstrate a high level of customer care by working to achieve the Trust Newlon aims and objectives, by being Easy to Deal with & providing Stable and Lasting tenancies • Customer focus - Working in a customer service model to a set of KPIs • Customer focus - delivering a service to meet the diverse needs of our residents 	Application form, Interview
	<ul style="list-style-type: none"> • Communication - you listen and make sure you understand requests; you communicate clearly, accurately and in a respectful, empathetic manner whether you are writing or speaking • Good written Skills - Able communicate clearly with a range of stakeholders in writing 	Application form, Interview Test
	<ul style="list-style-type: none"> • Working with others - you develop good working relationships and collaborate with others to deliver an excellent service 	Interview
	<ul style="list-style-type: none"> • Planning and organising - you work systematically managing your workload to meet agreed deadlines • Planning and organising - able to help manage the team work streams and allocating work. 	Interview

<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"> • Achieving results and quality focus – You take ownership of a task and stay with it until it is finished to a high standard and to the satisfaction of your customer • Achieving results and quality focus – Able to performance management and coaching to develop staff skills and the customer experience 	Application form, Interview
	<ul style="list-style-type: none"> • Judgement and Decision making- You weigh up a situation and come to a decision that will meet objectives, maintain a positive image of Newlon and deliver Newlon's customer service standards 	Interview
	<ul style="list-style-type: none"> • Financial/Numeric Awareness – You are able to enter numerical data correctly, check invoices accurately and monitor expenditure against budget • Financial/Numeric Awareness - Manage spends within own area of management. 	Application form, Test
	<ul style="list-style-type: none"> • Influencing and negotiation – You use your expertise to guide others and convince them of the best course of action 	Application form, Interview
	<ul style="list-style-type: none"> • Managing change and innovation - You welcome feedback and use it constructively to help improve the service and the way you deliver it 	Application from, Interview