

Homes & Lettings Officer – Decants

Person Specification

What are we looking for?		How will we check if you have it?
Experience	<ul style="list-style-type: none"> You have spent some time successfully delivering results in a customer service delivery role You have spent some time successfully delivering results in void and re-let processes or a housing management setting 	Application form and interview
Knowledge and Skills	<ul style="list-style-type: none"> You understand social housing rented sector or the private rented sector 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 Effectively case manage and work independently 	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 	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

Core Competencies	<ul style="list-style-type: none"> • Working with others - You are able to work across teams and departments to deliver excellent customer service • Be able to develop positive relationships in order to meet targets and goals of team 	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
	<ul style="list-style-type: none"> • Planning and organising - You can use systems effectively to help you organise your work and achieve deadlines • You can effectively manage multiple cases simultaneously 	Application form, testing and interview
	<ul style="list-style-type: none"> • Achieving results and quality focus - You have a track record of delivering results and achieving successful outcomes 	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 - You can analyse information and use it to measure performance against targets • Ensure expenditure is within policy guidelines 	Application form and testing
Mobility	This role requires you to travel from site to site where there is not always convenient public transport; if you do not have your own motor vehicle you will have to demonstrate how you will carry out this aspect of the role.	Application form and interview