

## Homes & Lettings Officer – Decants

### Person Specification

What are we looking for?		How will we check if you have it?
<b>Experience</b>	<ul style="list-style-type: none"> <li>You have spent some time successfully delivering results in a customer service delivery role</li> <li>You have spent some time successfully delivering results in void and re-let processes or a housing management setting</li> </ul>	Application form and interview
<b>Knowledge and Skills</b>	<ul style="list-style-type: none"> <li>You understand social housing rented sector or the private rented sector</li> <li>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</li> <li>Effectively case manage and work independently</li> </ul>	Application form and interview
<b>Core Competencies</b>	<ul style="list-style-type: none"> <li><b>Customer focus</b></li> <li>You demonstrate empathy with the needs of residents and a genuine commitment to resolving issues as far as possible to their satisfaction</li> </ul>	Application form and interview
	<ul style="list-style-type: none"> <li><b>Communication</b> - You have effective written and spoken communication and a track record of successfully representing your organisation with residents or customers</li> </ul>	Application form, testing and interview

<b>Core Competencies</b>	<ul style="list-style-type: none"> <li>• <b>Working with others</b> - You are able to work across teams and departments to deliver excellent customer service</li> <li>• Be able to develop positive relationships in order to meet targets and goals of team</li> </ul>	Application form and interview
	<ul style="list-style-type: none"> <li>• <b>Innovation</b> - 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</li> </ul>	Application form and interview
	<ul style="list-style-type: none"> <li>• <b>Planning and organising</b> - You can use systems effectively to help you organise your work and achieve deadlines</li> <li>• You can effectively manage multiple cases simultaneously</li> </ul>	Application form, testing and interview
	<ul style="list-style-type: none"> <li>• <b>Achieving results and quality focus</b> - You have a track record of delivering results and achieving successful outcomes</li> </ul>	Application form, testing and interview
	<ul style="list-style-type: none"> <li>• <b>Judgement and Decision making</b> - You are able to make sound decisions within the framework provided and know when to ask for assistance</li> </ul>	Application form and interview
	<ul style="list-style-type: none"> <li>• <b>Financial/Numeric Awareness</b> - You can analyse information and use it to measure performance against targets</li> <li>• Ensure expenditure is within policy guidelines</li> </ul>	Application form and testing
<b>Mobility</b>	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