

Service Centre Advisor- Person Specification

Person Specification

<i>What are we looking for?</i>		<i>How will we check you have it?</i>
Experience	<ul style="list-style-type: none"> • Minimum of 1 years' experience of dealing with customers via telephone and face to face (preferably gained in Housing/Repairs) • Contact/Service/Call Centre experience (desirable) 	Application form and interview
Knowledge and Skills	<ul style="list-style-type: none"> • Proficient using IT systems, particularly a Customer Relationship Management system and willing to learn to use new technology; you are able to manipulate data and interrogate databases 	Application form and 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 Newlon Gold performance standards and individual targets. 	Application form, Test and Interview
	<ul style="list-style-type: none"> • Communication – you listen and make sure you understand requests. You communicate clearly and accurately and in a respectful, empathetic and upbeat manner whether you are writing or speaking. 	Application form, test and Interview
	<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. 	Test and interview

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. 	Application form, Test and interview
	<ul style="list-style-type: none"> • Someone who thrives in a WFH environment, confident to reach out when needed for support, and build relationships with team mates remotely 	Application form, and interview
What are we looking for?		How will we check you have it?
	<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 Gold standards*. You know when to refer a decision to your manager. 	Test and interview
	<ul style="list-style-type: none"> • Numeric Awareness – You are able to enter numerical data correctly and allocate jobs to the correct budgets codes and cost centre. 	Application form, Test and 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 form and interview

***Newlon GOLD** – We will always deal with your enquiry, we will be there and available to help and we will check we got it right.

You will also need to check that you have the below to be able to work from home:

- High speed internet. Don't worry if you're not sure how to check this, we can talk you through it as part of your application process.
- Able to connect to WIFI (preferably ethernet/wired connection) to access our systems.
- A smartphone on a UK network to download an app to give you dual security when logging into your work laptop (you don't need to use your own mins/text/data)