

Data Officer (Apprentice)

Person Specification

What are we looking for?		How will we check it?
Experience	<ul style="list-style-type: none"> 6 months of data entry into Information Technology systems using a variety of computer data bases and invoice processing systems 	Application/Interview
	<ul style="list-style-type: none"> 6 months working in a customer-led service environment dealing successfully with data entry, writing and sending out letters etc 	Application/Interview
What are we looking for?		How will we check it?
Knowledge and Skills	<ul style="list-style-type: none"> To be at Intermediate level in using IT systems (e.g. Microsoft Office package and have a willingness to learn to use new applications such as Dynamics database, IPOS payment system, Integrator (HIS), Share Point and Business Objects. 	Application/Interview
	<ul style="list-style-type: none"> Excellent customer services skills, with ability to phone and communicate with customers, and deal with customers on the phone, with an ability to express yourself clearly. 	Application/Interview
	<ul style="list-style-type: none"> An understanding of repair issues relating to maintenance of properties, 	Assessment/Interview
	<ul style="list-style-type: none"> To undertake relevant courses to become an expert in property trends and data analysis. Attendance at college/university Work in other parts of the Property Services Department and other parts of the business to understand how it all fits together 	Interview

What are we looking for?	How will we check it?	
Competencies	<ul style="list-style-type: none"> • Achieving results and quality focus – you work hard to meet objectives and deliver all your work accurately and in line with Newlon Gold and other performance standards 	Application/Assessment/Interview
	<ul style="list-style-type: none"> • Judgement and Decision making- you use your experience to protect the interest of the organisation in relation to payment of invoices. You use your knowledge of contracts relating to repairs to correctly order/authorise works carried out by suppliers. 	Application/Assessment/Interview
	<ul style="list-style-type: none"> • Financial/Numeric Awareness – you are able to enter numerical data accurately and carry out complex calculations and checks 	Application/Assessment/Interview
	<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 	Application/Assessment/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/Assessment/Interview
	<ul style="list-style-type: none"> • Working with others – you develop good working relationships with team members, others in the organisation and external suppliers and collaborate with them to deliver an excellent service. 	Application/Assessment/Interview
	<ul style="list-style-type: none"> • Planning and organising – you prioritise your work load according to agreed procedures and work systematically through tasks to meet agreed deadlines. 	Application/Assessment/Interview