

## Homes and Lettings Officer

### 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</li> </ul>  | Application form and interview    |
| <b>Knowledge and Skills</b> | <ul style="list-style-type: none"> <li>You understand the principles of housing based on your experience.</li> <li>You understand social housing rented sector or the private rented sector</li> <li>You can use a range of IT packages to support your work and are willing to learn to use new ones as required</li> </ul> | Application form and interview    |
| <b>Core Competencies</b>    | <p><b>Customer focus</b></p> <ul style="list-style-type: none"> <li>You demonstrate empathy with the needs of residents and a genuine commitment to resolving issues as far as possible to their satisfaction</li> <li>Your approach gives residents confidence that you are committed to giving a great service</li> </ul>  | Application form and interview    |

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| <b>Core Competencies</b> | <b>Communication</b> <ul style="list-style-type: none"> <li>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>Working with others</b> <ul style="list-style-type: none"> <li>You are able to work across teams and departments to deliver excellent customer service</li> </ul>   | Application form and interview          |
|                          | <b>Innovation</b> <ul style="list-style-type: none"> <li>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          |
|                          | <b>Planning and organising</b> <ul style="list-style-type: none"> <li>You can use systems effectively to help you organise your work and achieve deadlines</li> </ul>  | Application form, testing and interview |
|                          | <b>Achieving results and quality focus</b> <ul style="list-style-type: none"> <li>You have a track record of delivering results and making measurable service improvements</li> </ul>  | Application form, testing and interview |
|                          | <b>Judgement and Decision making</b> <ul style="list-style-type: none"> <li>You are able to make sound decisions within the framework provided and know when to ask for assistance</li> </ul>                                | Application form and interview          |
|                          | <b>Financial/Numeric Awareness</b> <ul style="list-style-type: none"> <li>You can analyse information and use it to measure performance against targets</li> </ul>   | Application form and testing            |