

Homes and Lettings Officer

Person Specification

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

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