

Service Centre Advisor (12 month fixed-term contract)

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

<i>What are we looking for?</i>		<i>How will we check you have it?</i>
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"> • 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.