

## Investigations Assistant

The kind of person we are looking for

<b>Experience</b>	<ul style="list-style-type: none"> <li>You have spent some time working successfully in a customer service delivery role</li> </ul>
<b>Knowledge and Skills</b>	<ul style="list-style-type: none"> <li>You are willing to develop, a basic understanding of Housing Law as it relates to Anti-Social Behaviour, succession, subletting, no access and other breaches of tenancy</li> <li>You are able to use a range of IT packages to support your work and are willing to learn to use new ones as required</li> </ul>
<b>Core Competencies</b>	<b>Customer focus</b> -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
	<b>Communication</b> - You are an effective written and spoken communicator; you have a track record of communicating with confidence in an empathetic manner.
	<b>Working with others</b> - You are willing to provide support and advice to others and work with the Investigations Team as well as other teams, to deliver excellent customer service
	<b>Innovation</b> - You are able to devise creative solutions to problems within agreed parameters, meeting the needs of Newlon and customers; you look for ways to improve processes so they are more reliable, consistent and speedy
	<b>Achieving results and quality focus</b> - You have a track record of consistently delivering practical solutions that work and are legally compliant
	<b>Judgement and Decision making</b> - You are able to understand instructions to prepare Legal Bundles and liaise with solicitors with support of Investigations Officers
	<b>Financial/Numeric Awareness</b> – You can prepare and raise invoice's in IPOS
	<b>Innovation</b> – You can demonstrate the ability to come up with creative delivery solutions that work for Newlon and the resident