

Trainee Planned Works Resident Liaison Officer

Person Specification

<i>What are we looking for?</i>		<i>How will we check it?</i>
Experience	<ul style="list-style-type: none"> 6 months working in a customer-led service environment and successfully delivering customer care. 	Application/Interview
Knowledge and Skills	<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 Services that Registered Social Landlord Provide and our repairing obligations. 	Assessment/Interview
	<ul style="list-style-type: none"> To be at Intermediate level in using IT systems (e.g. Microsoft Office such as word, excel and have a willingness to learn to use new applications such as Dynamics database, IPOS payment system and Integrator 	Assessment/Interview
	<ul style="list-style-type: none"> To undertake relevant Customer Service Course and Level 2 Chartered Institute of Housing courses to become an expert in deliver of customer care within Housing Sector. 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
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"> Financial/Numeric Awareness – You are able to enter numerical data accurately and carry out complex calculations and checks 	Application/Assessment / Interview

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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 	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
Mobility	<ul style="list-style-type: none"> • This role will require you to travel to our sites which are all within commutable distance on public transport. 	Application/Interview