

Service Charge Advisor Apprentice – Person Specification

<i>What are we looking for?</i>		<i>How will we check if you have it?</i>
Qualification/Study	The successful candidate will study under the apprenticeship scheme an AAT Level 2 certificate in Accounting.	
Overall	<p>We are looking for someone to join a team who has strong financial/numerical skills with an interest in social housing management. The successful candidate for this post could have either</p> <ul style="list-style-type: none"> • Strong numerical skills; and • To be computer literate (use of Microsoft applications, especially Excel & Word), and general systems. • Good communication skills 	<p>Application form</p> <p>Test</p> <p>Interview</p>
Knowledge and Skills	<ul style="list-style-type: none"> • Educated to GCSE level C (Grade 5) equivalent or above in Maths and English • A level of competence in: <ul style="list-style-type: none"> • Microsoft Office, in particular Excel • A willingness and aptitude for learning new packages (strong IT skills) 	<p>Application form</p> <p>Test</p> <p>Interview</p>
Experience	<ul style="list-style-type: none"> • Previous experience in a customer-facing role, including: <ul style="list-style-type: none"> • Adhering to deadlines • A good eye for detail, particularly in relation to figures • Strong verbal communication skills • Good written communication skills • Team player 	<p>Application form</p> <p>Interview</p>
Core Competencies		<i>How will we check if you have them?</i>
Communication	<ul style="list-style-type: none"> • You have good written and spoken communications skills and an approachable, constructive manner whilst still being able to manage expectations 	<p>Application form</p> <p>Test</p> <p>Interview</p>

Core Competencies		<i>How will we check if you have them?</i>
Customer Focus	<ul style="list-style-type: none"> You can demonstrate your ability to deal effectively with internal and external customers and have a genuine commitment to resolving queries 	Test Interview
Planning and Organising	<ul style="list-style-type: none"> You have an organised approach and can file and store information and documentation accurately; you can demonstrate how you have used systems in previous roles or study environment to prioritise tasks and work under pressure. 	Application form Test
Financial/Numeric Awareness	<ul style="list-style-type: none"> You can demonstrate that you have strong numerical skills. 	Application form Test Interview
Working with Others	<ul style="list-style-type: none"> You can demonstrate that you are a good team-player and can work effectively with other teams to enable the organisation to meet deadlines, operate effectively and deliver a seamlessly high standard of service to residents. 	Application form Interview
Judgement and Decision Making	<ul style="list-style-type: none"> You make sound decisions that meet the needs of the customers and Newlon. 	Application form Test Interview
Achieving Results and Quality Focus	<ul style="list-style-type: none"> You can demonstrate that you work meticulously to a high standard and are committed to achieving objectives and meeting deadlines 	Application form Interview
Business Awareness	<ul style="list-style-type: none"> You are willing to learn and understand service charge legislation and methods of cost allocation and their importance in meeting Newlon's business objectives 	Application Interview