

Neighbourhood Officer

Person Specification

What are we looking for?	
Experience	<ul style="list-style-type: none"> You have spent some time working successfully in a customer service delivery role
Knowledge and Skills	<ul style="list-style-type: none"> 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
Core Competencies	Customer focus <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 their service
	Communication <ul style="list-style-type: none"> You can communicate effectively and clearly with residents both in writing and face to face, including at meetings
	Working with others <ul style="list-style-type: none"> You work well across teams and with contractors to get a great service for residents

Core Competencies	Innovation <ul style="list-style-type: none"> 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
	Achieving results and quality focus <ul style="list-style-type: none"> You have good attention to detail and a track record of consistently delivering high performance
	Judgement and Decision making <ul style="list-style-type: none"> You are able to use your initiative and work alone for much of the time
	Financial/Numeric Awareness <ul style="list-style-type: none"> You have good levels of numeracy and can monitor expenditure against budget