

Leasehold Sales Administrator

Person Specification

| <i>What are we looking for?</i> | | <i>How will we check if you have it?</i> |
|--|---|---|
| Experience | <ul style="list-style-type: none"> You have experience of working in a busy environment in a customer facing role Experience of dealing with members of the public and providing efficient customer service to a range of service users. Experience of inputting data onto a database and running reports | Application form, Interview, Testing |
| Knowledge and Skills | <ul style="list-style-type: none"> Ability to use a range of IT systems (e.g. Microsoft Office package) at intermediate level and willingness to learn other applications as required | Application form, Interview, Testing |
| | <ul style="list-style-type: none"> Some knowledge of property sales and housing legislation is essential Good oral communication and accurate writing skills in a professional manner Good numerical skills Able to work under pressure and to meet set deadlines Maintain accurate records and information Understand diversity issues and provide appropriate service Awareness of national and local political framework and trends | Application form, Interview, Testing |
| Core Competencies | <ul style="list-style-type: none"> Judgement and decision making – you draw on experience and knowledge to make sound decisions and resolve problems | Application form, Interview |
| | <ul style="list-style-type: none"> Planning and organising – you work systematically managing workload to meet agreed deadlines | Application Form, Interview, Test |
| | <ul style="list-style-type: none"> Working with others – you develop good working relationships with team members and other colleagues in the organisation | Interview |

| <i>What are we looking for?</i> | | <i>How will we check if you have it?</i> |
|--|---|---|
| Core Competencies | <ul style="list-style-type: none"> • Communication – you deal clearly with phone calls and written enquiries making sure that you fully understand the request | Application Form, Interview, Test |
| | <ul style="list-style-type: none"> • Achieving results and quality focus – you solve problems and actively look for ways to improve effectiveness and efficiency | Interview, Test |
| | <ul style="list-style-type: none"> • Influencing and negotiation – you participate fully in meetings and are confident in putting forward your views in your areas of expertise | Application Form and interview |
| | <ul style="list-style-type: none"> • Financial and numeric awareness – you accurately enter and compile numerical data and monitor expenditure . | Test |
| | <ul style="list-style-type: none"> • Customer focus – you are able to identify and deliver excellent service to internal and external customers in a respectful and supportive way | Interview |