

Resident Sales Officer - 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"> • Experience of dealing with members of the public • A proven track record of providing a customer service to a range of service users in a housing environment. 	Application form, Interview, Testing
	<ul style="list-style-type: none"> • Experience and knowledge of property transactions and housing legislation. Knowledge of Leasehold and Freehold sales from a housing background. 	Application form, Interview, Testing

<i>What are we looking for?</i>		<i>How will we check if you have it?</i>
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 	Application form, Interview, Testing
	<ul style="list-style-type: none"> • Knowledge and understanding of landlord, tenant and leasehold responsibilities 	Application form, Interview, <u>Testing</u>
	<ul style="list-style-type: none"> • Good oral communication and accurate writing skills including the ability to take minutes at meetings • 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

<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"> Judgement and decision making – you draw on experience and knowledge to make sound decisions and resolve problems 	Application form, Interview, <u>Test</u>
	<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
	<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 and interview, <u>Test</u>
	<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 meet the needs of external and internal customers and are able to deal with customers in a respectful and supportive way 	Application form and interview