

## Resident Sales Officer - Person Specification

<i>What are we looking for?</i>		<i>How will we check if you have it?</i>
<b>Experience</b>	<ul style="list-style-type: none"> <li>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.</li> </ul>	<b>Application form, Interview, Testing</b>
	<ul style="list-style-type: none"> <li>Experience and knowledge of property transactions and housing legislation. Knowledge of Leasehold and Freehold sales from a housing background.</li> </ul>	<b>Application form, Interview, Testing</b>

<i>What are we looking for?</i>		<i>How will we check if you have it?</i>
<b>Knowledge and Skills</b>	<ul style="list-style-type: none"> <li>Ability to use a range of IT systems (e.g. Microsoft Office package) at intermediate level</li> </ul>	<b>Application form, Interview, Testing</b>
	<ul style="list-style-type: none"> <li>Knowledge and understanding of landlord, tenant and leasehold responsibilities</li> </ul>	<b>Application form, Interview, <u>Testing</u></b>
	<ul style="list-style-type: none"> <li>Good oral communication and accurate writing skills including the ability to take minutes at meetings</li> <li>Able to work under pressure and to meet set deadlines</li> <li>Maintain accurate records and information</li> <li>Understand diversity issues and provide appropriate service</li> <li>Awareness of national and local political framework and trends</li> </ul>	<b>Application form, Interview, Testing</b>

<b><i>What are we looking for?</i></b>		<b><i>How will we check if you have it?</i></b>
<b>Core Competencies</b>	<ul style="list-style-type: none"> <li>Judgement and decision making – you draw on experience and knowledge to make sound decisions and resolve problems</li> </ul>	<b>Application form, Interview, <u>Test</u></b>
	<ul style="list-style-type: none"> <li>Planning and organising – you work systematically managing workload to meet agreed deadlines</li> </ul>	<b>Application Form, Interview, Test</b>
	<ul style="list-style-type: none"> <li>Working with others – you develop good working relationships with team members and other colleagues in the organisation</li> </ul>	<b>Interview</b>
	<ul style="list-style-type: none"> <li>Communication – you deal clearly with phone calls and written enquiries making sure that you fully understand the request</li> </ul>	<b>Application form and interview, <u>Test</u></b>
	<ul style="list-style-type: none"> <li>Achieving results and quality focus – you solve problems and actively look for ways to improve effectiveness and efficiency</li> </ul>	<b>Interview, Test</b>
	<ul style="list-style-type: none"> <li>Influencing and negotiation – you participate fully in meetings and are confident in putting forward your views in your areas of expertise</li> </ul>	<b>Application form and interview</b>
	<ul style="list-style-type: none"> <li>Financial and numeric awareness – you accurately enter and compile numerical data and monitor expenditure</li> </ul>	<b>Test</b>
	<ul style="list-style-type: none"> <li>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</li> </ul>	<b>Application form and interview</b>