

# Service Charge Administrator

## Person Specification

What are we looking for? Having established a team which contains strong financial and numerical skills, we are looking for the successful candidate to possess excellent administration skills and knowledge of social housing management with the following -		How will we check if you have it?
<b>Experience</b>	<ul style="list-style-type: none"> <li>You have spent some time successfully delivering administrator duties as part of a team.</li> </ul>	Application form and interview
<b>Knowledge and Skills</b>	<ul style="list-style-type: none"> <li>You have a good understanding of the principles of housing</li> <li>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.</li> <li>You have good organisational skills to assist the team.</li> <li>You have some knowledge or experience of working within a financial team.</li> </ul>	Application form and interview
<b>Core Competencies</b>	<p><b>Customer focus</b></p> <ul style="list-style-type: none"> <li>You demonstrate empathy with the needs of residents and a genuine commitment to resolving issues as far as possible to their satisfaction.</li> <li>Your approach gives colleagues and residents confidence that you are committed to giving a great service.</li> </ul>	Application form and interview
	<ul style="list-style-type: none"> <li><b>Communication</b> - You have effective written and spoken communication skills</li> </ul>	Application form, testing and interview

<ul style="list-style-type: none"> <li>• <b>Working with others</b> - You are able to work flexibly and across teams and departments to deliver excellent customer service. You are able to work closely with your team counterparts to ensure deadlines are not missed.</li> </ul>	Application form and interview
<ul style="list-style-type: none"> <li>• <b>Innovation</b> - You look for creative ways of improving what you do to meet the needs of customers and Newlon and to make processes more reliable, consistent and speedy.</li> </ul>	Application form and interview
<ul style="list-style-type: none"> <li>• <b>Planning and organising</b> - You can use systems effectively to help you organise your work and achieve deadlines.</li> </ul>	Application form, testing and interview
<ul style="list-style-type: none"> <li>• <b>Achieving results and quality focus</b> – Demonstrating commitment to achieving own and team objectives.</li> </ul>	Application form, testing and interview
<ul style="list-style-type: none"> <li>• <b>Judgement and Decision making</b> - You are able to make sound decisions within the framework provided and know when to ask for assistance.</li> </ul>	Application form and interview
<ul style="list-style-type: none"> <li>• <b>Financial/Numeric Awareness</b> – Accurately compiling and entering numerical data onto systems. Using and interpreting basic financial information appropriately.</li> </ul>	Application form and testing