

# Income Administrator

## Person Specification

What are we looking for?		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 in a customer service delivery role</li> </ul>	Application form and interview
<b>Knowledge and Skills</b>	<ul style="list-style-type: none"> <li>You have some basic understanding of the principles of debt recovery.</li> <li>Good written skills</li> <li>Good verbal skills</li> <li>Good numerical ability</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> </ul>	Application form and interview
<b>Core Competencies</b>	<ul style="list-style-type: none"> <li><b>Customer focus</b></li> <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>Handling customers in a respectful and supportive way and ensure actions are fair and transparent.</li> </ul>	Application form and interview

	<ul style="list-style-type: none"> <li>• <b>Communication</b> - You have effective written and spoken communication.</li> </ul>	Application form, testing and interview
	<ul style="list-style-type: none"> <li>• <b>Working with others</b> - You are able to work across teams and departments to deliver excellent customer service. You are able to assist the team with team projects and goals.</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> – Ability to organise own workload, prioritising work in a realistic way to meet deadlines, managing several tasks at once and planning ahead, including others in planning.</li> </ul>	Application form,
	<ul style="list-style-type: none"> <li>• <b>Achieving results and quality focus</b> – Demonstrating commitment to achieving own and team objectives. Making sound decisions based on presented information.</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> – Able to use and interpret financial information appropriately.</li> </ul>	Application form and testing