

Operational Asset Management Co-ordinator

Person Specification

<i>What are we looking for?</i>		<i>How will we check it?</i>
Experience	<ul style="list-style-type: none"> 2 years working in a customer-led service environment dealing successfully with booking appointments, resolving complaints, writing and sending out letters etc 	Application/Interview
	<ul style="list-style-type: none"> 2 years of data entry into ICT system using a variety of computer data bases and invoice processing systems 	Application/Interview
	<ul style="list-style-type: none"> Experience of monitoring performance of suppliers under procured contracts 	Application/Interview

<i>What are we looking for?</i>		<i>How will we check it?</i>
Knowledge and Skills	<ul style="list-style-type: none"> Excellent customer services skills, with ability to phone and communicate empathetically with customers across different platforms and media, and deal with awkward customers on the phone, with an ability to express yourself clearly 	Application/Interview/
	<ul style="list-style-type: none"> Advanced use of a range of IT systems (e.g. Microsoft Office package, Dynamics, IPOS payment system, Integrator, Business Objects) and a willingness to learn to use new applications 	Application/Interview Test
	<ul style="list-style-type: none"> Ability to use word and excel including Mail merge 	Assessment/Interview
	<ul style="list-style-type: none"> An understanding of repair issues relating to maintenance of properties 	Assessment/Interview
	<ul style="list-style-type: none"> An understanding of computerised invoice processing systems and the ability to reconcile supplier accounts 	Application/Interview

Competencies	<ul style="list-style-type: none"> • Achieving results and quality focus – You work hard to meet objectives and deliver all your work accurately, to deadlines, and in line with Newlon Gold and other performance standards 	Application/Assessment / Interview
	<ul style="list-style-type: none"> • Judgement and Decision making- You use your experience to protect the interest of the organisation in relation to payment of invoices. You use your knowledge of contracts relating to repairs to correctly order/authorise works carried out by suppliers 	Application/Assessment / Interview
	<ul style="list-style-type: none"> • Financial/Numeric Awareness – You are able to enter numerical data accurately and carry out complex calculations and checks 	Application/Assessment / Interview/ TEST
	<ul style="list-style-type: none"> • Customer focus - You demonstrate a high level of customer care by working to achieve the Newlon Gold performance standards. Providing timely and accurate information to resolve customer issues 	Application/Assessment / Interview
	<ul style="list-style-type: none"> • Communication – you listen and make sure you understand requests. You communicate clearly and accurately and in a respectful, empathetic and upbeat manner whether you are writing or speaking 	Application/Assessment / Interview
	<ul style="list-style-type: none"> • Working with others – you develop good working relationships with team members, others in the organisation and external suppliers and collaborate with them taking ownership to deliver an excellent service 	Application/Assessment / Interview
	<ul style="list-style-type: none"> • Planning and organising – you prioritise your work load according to agreed procedures and work systematically through tasks to meet agreed deadlines 	Application/Assessment / Interview

Although Newlon is able to offer some posts the benefit of hybrid working (a minimum of two days in the office), this role is not eligible for that benefit as the post holder is expected to be in the office at least 4 days a week