

## Service Centre Advisor- Person Specification

### Person Specification

<i>What are we looking for?</i>		<i>How will we check you have it?</i>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Minimum of 1 years' experience of dealing with customers via telephone and face to face (preferably gained in Housing/Repairs)</li> <li>• Contact/Service/Call Centre experience (desirable)</li> </ul>	Application form and interview
<b>Knowledge and Skills</b>	<ul style="list-style-type: none"> <li>• Proficient using IT systems, particularly a Customer Relationship Management system and willing to learn to use new technology; you are able to manipulate data and interrogate databases</li> </ul>	Application form and interview
	<ul style="list-style-type: none"> <li>• An understanding of how you can adapt the service you offer to meet the diverse needs of your customers</li> </ul>	Interview
<b>Core competencies</b>	<ul style="list-style-type: none"> <li>• <b>Customer focus</b> - You demonstrate a high level of customer care by working to achieve the Newlon Gold performance standards and individual targets.</li> </ul>	Application form, Test and Interview
	<ul style="list-style-type: none"> <li>• <b>Communication</b> – 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.</li> </ul>	Application form, test and Interview
	<ul style="list-style-type: none"> <li>• <b>Working with others</b> – you develop good working relationships and collaborate with others to deliver an excellent service.</li> </ul>	Interview
	<ul style="list-style-type: none"> <li>• <b>Planning and organising</b> – you work systematically managing your workload to meet agreed deadlines.</li> </ul>	Test and interview

<b>Core competencies</b>	<ul style="list-style-type: none"> <li>• <b>Achieving results and quality focus</b> – You take ownership of a task and stay with it until it is finished to a high standard and to the satisfaction of your customer.</li> </ul>	Application form, Test and interview
	<ul style="list-style-type: none"> <li>• <b>Someone who thrives in a WFH environment</b>, confident to reach out when needed for support, and build relationships with team mates remotely</li> </ul>	Application form, and interview
<b><i>What are we looking for?</i></b>		How will we check you have it?
	<ul style="list-style-type: none"> <li>• <b>Judgement and Decision making-</b> You weigh up a situation and come to a decision that will meet objectives, maintain a positive image of Newlon and deliver Newlon Gold standards*. You know when to refer a decision to your manager.</li> </ul>	Test and interview
	<ul style="list-style-type: none"> <li>• <b>Numeric Awareness</b> – You are able to enter numerical data correctly and allocate jobs to the correct budgets codes and cost centre.</li> </ul>	Application form, Test and Interview
	<ul style="list-style-type: none"> <li>• <b>Managing change and innovation</b> – You welcome feedback and use it constructively to help improve the service and the way you deliver it.</li> </ul>	Application form and interview

**\*Newlon GOLD** – We will always deal with your enquiry, we will be there and available to help and we will check we got it right.

**You will also need to check that you have the below to be able to work from home:**

- High speed internet. Don't worry if you're not sure how to check this, we can talk you through it as part of your application process.
- Able to connect to WIFI (preferably ethernet/wired connection) to access our systems.
- A smartphone on a UK network to download an app to give you dual security when logging into your work laptop (you don't need to use your own mins/text/data)