

## Data Officer (Apprentice)

### Person Specification

What are we looking for?		How will we check it?
<b>Experience</b>	<ul style="list-style-type: none"> <li>6 months of data entry into Information Technology systems using a variety of computer data bases and invoice processing systems</li> </ul>	Application/Interview
	<ul style="list-style-type: none"> <li>6 months working in a customer-led service environment dealing successfully with data entry, writing and sending out letters etc</li> </ul>	Application/Interview
What are we looking for?		How will we check it?
<b>Knowledge and Skills</b>	<ul style="list-style-type: none"> <li>To be at Intermediate level in using IT systems (e.g. Microsoft Office package and have a willingness to learn to use new applications such as Dynamics database, IPOS payment system, Integrator (HIS), Share Point and Business Objects.</li> </ul>	Application/Interview
	<ul style="list-style-type: none"> <li>Excellent customer services skills, with ability to phone and communicate with customers, and deal with customers on the phone, with an ability to express yourself clearly.</li> </ul>	Application/Interview
	<ul style="list-style-type: none"> <li>An understanding of repair issues relating to maintenance of properties,</li> </ul>	Assessment/Interview
	<ul style="list-style-type: none"> <li>To undertake relevant courses to become an expert in property trends and data analysis.</li> <li>Attendance at college/university</li> <li>Work in other parts of the Property Services Department and other parts of the business to understand how it all fits together</li> </ul>	Interview

What are we looking for?		How will we check it?
Competencies	<ul style="list-style-type: none"> <li>• <b>Achieving results and quality focus</b> – you work hard to meet objectives and deliver all your work accurately and in line with Newlon Gold and other performance standards</li> </ul>	Application/Assessment/Interview
	<ul style="list-style-type: none"> <li>• <b>Judgement and Decision making</b>- 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.</li> </ul>	Application/Assessment/Interview
	<ul style="list-style-type: none"> <li>• <b>Financial/Numeric Awareness</b> – you are able to enter numerical data accurately and carry out complex calculations and checks</li> </ul>	Application/Assessment/Interview
	<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</li> </ul>	Application/Assessment/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/Assessment/Interview
	<ul style="list-style-type: none"> <li>• <b>Working with others</b> – you develop good working relationships with team members, others in the organisation and external suppliers and collaborate with them to deliver an excellent service.</li> </ul>	Application/Assessment/Interview
	<ul style="list-style-type: none"> <li>• <b>Planning and organising</b> – you prioritise your work load according to agreed procedures and work systematically through tasks to meet agreed deadlines.</li> </ul>	Application/Assessment/Interview