

## Investigations Officer – person specification

<b>Experience</b>	<ul style="list-style-type: none"> <li>You have spent some time working successfully in a customer service delivery role</li> </ul>
<b>Knowledge and Skills</b>	<ul style="list-style-type: none"> <li>You have, or are willing to develop, an understanding of Housing Law as it relates to Anti-Social Behaviour, succession, subletting, no access and other breaches of tenancy</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>
<b>Core Competencies</b>	<b>Customer focus</b> <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 residents confidence that you are committed to giving a great service</li> </ul>
	<b>Communication</b> <ul style="list-style-type: none"> <li>You are an effective written and spoken communicator; you have a track record of communicating with confidence and non-defensively in challenging situations</li> </ul>
	<b>Working with others</b> <ul style="list-style-type: none"> <li>You are willing to provide support and advice to others and work with the tenancy compliance team as well as other teams, to deliver excellent customer service</li> </ul>
	<b>Innovation</b> <ul style="list-style-type: none"> <li>You are able to devise creative solutions to problems within agreed parameters, meeting the needs of Newlon and customers; you look for ways to improve processes so they are more reliable, consistent and speedy</li> </ul>

<b>Core Competencies</b>	<b>Achieving results and quality focus</b> <ul style="list-style-type: none"> <li>You have a track record of consistently delivering practical solutions that work and are legally compliant</li> </ul>
	<b>Judgement and Decision making</b> <ul style="list-style-type: none"> <li>You are able to understand, interpret and put into practice relevant legislation</li> </ul>
	<b>Financial/Numeric Awareness</b> <ul style="list-style-type: none"> <li>You are aware of costs and are able to judge what is value for money</li> </ul>
	<b>Innovation</b> <ul style="list-style-type: none"> <li>You can demonstrate the ability to come up with creative delivery solutions that work for Newlon and the resident</li> </ul>