

Homes and Lettings Administrator – Person Specification

What are we looking for?		How will we check if you have it?
Experience	<ul style="list-style-type: none"> You have spent some time successfully delivering administrator duties in a customer service delivery role 	Application form and interview
Knowledge and Skills	<ul style="list-style-type: none"> You have some basic understanding of the principles of housing based on your experience. 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 	Application form and interview
Core Competencies	Customer focus <ul style="list-style-type: none"> You demonstrate empathy with the needs of residents and a genuine commitment to resolving issues as far as possible to their satisfaction Your approach gives residents confidence that you are committed to giving a great service 	Application form and interview
	Communication - You have effective written and spoken communication and a track record of successfully representing your organisation with residents or customers	Application form, testing and interview
	Working with others - You are able to work across teams and departments to deliver excellent customer service	Application form and interview
	Innovation - 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	Application form and interview

Core Competencies	Planning and organising - You can use systems effectively to help you organise your work and achieve deadlines	Application form, testing and interview
	Achieving results and quality focus – Demonstrating commitment to achieving own and team objectives.	Application form, testing and interview
	Judgement and Decision making - You are able to make sound decisions within the framework provided and know when to ask for assistance	Application form and interview
	Financial/Numeric Awareness – Accurately compiling and entering numerical data onto systems. Using and interpreting basic financial information appropriately	Application form and testing