

Administrator - Asset Management

Person Specification

What are we looking for?		How will we check it?
Experience	<ul style="list-style-type: none"> 6 months working in a customer-led service environment dealing successfully with booking appointments, complaints, writing and sending out letters etc 	Application/Interview
	<ul style="list-style-type: none"> 6 months 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 using a range of IT suites and case management systems 	Application/Interview
Knowledge and Skills	<ul style="list-style-type: none"> Ability to use a range of IT systems (e.g. Microsoft Office package) at intermediate level and a willingness to learn to use new applications 	Application/Interview
	<ul style="list-style-type: none"> Excellent customer services skills, with ability to phone and communicate with customers, and deal with awkward customers on the phone, with an ability to express yourself clearly. 	Application/Interview
	<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
Competencies	<ul style="list-style-type: none"> Achieving results and quality focus – You work hard to meet objectives and deliver all your work accurately 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

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Competencies	<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
	<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 	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 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