

## Service Centre Advisor- Person Specification

### Person Specification

What are we looking for?		How will we check you have it?
<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 Way 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

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Core competencies	<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>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 Way 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