

Leasehold Sales Administrator

Person Specification

<i>What are we looking for?</i>		<i>How will we check if you have it?</i>
Experience	<ul style="list-style-type: none"> • Experience of delivering administrative duties in a fast paced environment with accuracy and efficiency meeting target response times. • Experience in a customer facing role gained through working in housing association, local authority, estate agency or similar. 	Application form, Interview, Testing
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 willingness to learn other applications as required 	Application form, Interview, Testing
	<ul style="list-style-type: none"> • Some knowledge of property sales and housing legislation is essential • Some basic understanding of the principles of housing based on your experience. • Strong verbal communication and accurate writing skills in a professional manner • Good numerical skills • Able to work under pressure and to meet set deadlines • Maintain accurate records and information • Understand diversity issues and provide appropriate service • Excellent interpersonal skills and ability to work collaboratively with stakeholders and colleagues. 	Application form, Interview, Testing

<i>What are we looking for?</i>		<i>How will we check if you have it?</i>
Core Competencies	<ul style="list-style-type: none"> • Judgement and decision making – you draw on experience and knowledge to make sound decisions and resolve problems and know when to ask for assistance 	Application form, Interview
	<ul style="list-style-type: none"> • Planning and organising – You can use systems effectively to help you organise your work and achieve deadlines 	Application Form, Interview, Test
	<ul style="list-style-type: none"> • Working with others – You are able to work across teams and departments to deliver excellent customer service 	Interview
	<ul style="list-style-type: none"> • Communication – you deal clearly with phone calls and written enquiries making sure that you fully understand the request 	Application Form, Interview, Test
	<ul style="list-style-type: none"> • Achieving results and quality focus – Demonstrating commitment to achieving own and team objectives. 	Interview, Test
	<ul style="list-style-type: none"> • Influencing and negotiation – you participate fully in meetings and are confident in putting forward your views in your areas of expertise 	Application Form and interview
	<ul style="list-style-type: none"> • Financial and numeric awareness – Accurately compile and enter numerical data using and interpreting financial information appropriately. 	Test
	<ul style="list-style-type: none"> • Customer focus – 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 Interview