

Income Coordinator

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 You have spent time successfully delivering administrator duties in a customer service delivery role, including undertaking low-level debt recovery tasks 	Application form and interview
Knowledge and Skills	<ul style="list-style-type: none"> You have some basic understanding or experience of the principles of debt recovery. Good written skills Good verbal skills Good numerical ability Good time management and communication skills 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	<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 Handling customers in a respectful and supportive way and ensure actions are fair and transparent. 	Application form and interview

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Core Competencies	<ul style="list-style-type: none"> • 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
	<ul style="list-style-type: none"> • Working with others - You are able to work across teams and departments to deliver excellent customer service. You are able to assist the team with team projects and goals. 	Application form and interview
	<ul style="list-style-type: none"> • 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
	<ul style="list-style-type: none"> • Planning and organising – Ability to organise own workload, prioritising work in a realistic way to meet deadlines, managing several tasks at once and planning ahead, including others in planning. 	Application form,
	<ul style="list-style-type: none"> • Achieving results and quality focus – Demonstrating commitment to achieving own and team objectives. Making sound decisions based on presented information. 	Application form, testing and interview
	<ul style="list-style-type: none"> • 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
	<ul style="list-style-type: none"> • Financial/Numeric Awareness – Able to use and interpret financial information appropriately. 	Application form and testing