



Senior Homes and Lettings Officer

Person Specification

What are we looking for?		How will we check if you have it?
Experience	<ul style="list-style-type: none"> • Minimum 1 years' experience in a customer focused multi-channel environment. • Minimum 1 years' experience of working in housing setting 	Application form, Interview
Knowledge and Skills	<ul style="list-style-type: none"> • Understanding & experience of using of IT systems such as Customer relationship Management systems. • Understanding of letting properties within target and maximising best use of Newlon's properties. 	Application form, Interview
	<ul style="list-style-type: none"> • An understanding of how you can adapt the service you offer to meet the diverse needs of your customers 	Interview
Core Competencies	<p>Customer focus</p> <ul style="list-style-type: none"> • You demonstrate a high level of customer care by working to achieve the Trust Newlon aims and objectives, by being Easy to Deal with & providing Stable and Lasting tenancies. • Working in a customer service model to a set of KPIs. • Delivering a service to meet the diverse needs of our residents. 	Application form, Interview

What are we looking for?		How will we check if you have it?
Core Competencies	Communication <ul style="list-style-type: none"> You listen and make sure you understand requests; you communicate clearly, accurately and in a respectful, empathetic manner whether you are writing or speaking. Good written Skills - Able communicate clearly with a range of stakeholders in writing. 	Application form, Interview, Test
	Working with others <ul style="list-style-type: none"> You develop good working relationships and collaborate with others to deliver an excellent service 	Interview
	Planning and organising <ul style="list-style-type: none"> You work systematically managing your workload to meet agreed deadlines. Able to help manage the team work streams and allocating work. 	Interview
	Achieving results and quality focus <ul style="list-style-type: none"> 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. Able to performance management and coaching to develop staff skills and the customer experience. 	Applications form, Interview
	Judgement and Decision making <ul style="list-style-type: none"> You weigh up a situation and come to a decision that will meet objectives, maintain a positive image of Newlon and deliver Newlon's customer service standards 	Interview
	Financial/Numeric Awareness <ul style="list-style-type: none"> You are able to enter numerical data correctly, check invoices accurately and monitor expenditure against budget. Manage spends within own area of management. 	Application form, Test
	Influencing and negotiation <ul style="list-style-type: none"> You use your expertise to guide others and convince them of the best course of action. 	Application form, Interview

What are we looking for?		How will we check if you have it?
Core Competencies	Managing change and innovation <ul style="list-style-type: none"> You welcome feedback and use it constructively to help improve the service and the way you deliver it 	Application form, Interview
Management competencies	Managing performance <ul style="list-style-type: none"> You have a consistent approach to setting targets and making expectations clear You identify performance issues proactively and deal with them in a timely and effective way 	Application form, Interview, Test
	Leadership (motivating, involving and developing) <ul style="list-style-type: none"> You work in a coaching style that encourages staff to take ownership of their tasks and their development You manage change effectively Leading by example you set a culture where staff achieve results and look for ways of improving the service You engage staff in delivering a Newlon Trust service 	Application form, Interview, Test