

Homeownership Services Administrator

Person Specification

What are we looking for?		How will we check if you have it?
Experience	• 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	• 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
	• 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

What are we looking for?		How will we check if you have it?
Core Competencies	• 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
	• Planning and organising – You can use systems effectively to help you organise your work and achieve deadlines	Application form, Interview, Test
	• Working with others – You are able to work across teams and departments to deliver excellent customer service	Interview
	• Communication – you deal clearly with phone calls and written enquiries making sure that you fully understand the request	Application Form, Interview, Test
	• Achieving results and quality focus – Demonstrating commitment to achieving own and team objectives.	Interview, Test
	• 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
	• Financial and numeric awareness – Accurately compile and enter numerical data using and interpreting financial information appropriately.	Test
	• 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