

PERSON SPECIFICATION

Factor	Essential	Desirable	Assessment means
Skills and Knowledge	<p>Experience of managing customer accounts, including arrears management, credit control and invoicing.</p> <p>Experience of office working and office administration.</p> <p>Experience of bookkeeping such as taking customer payments and purchase and sales ledger.</p> <p>Ensure accurate records are kept up to date for tenants and customers.</p> <p>Experience in processing supplier invoices and payments.</p> <p>Ability to work under pressure, managing a volume of accounts and prioritising their own workload on a daily basis.</p> <p>Positive attitude with a drive to continuous improvement for the service and their own development.</p> <p>Excellent Customer service skills.</p> <p>Ability to manage change and adapt in fast paced environment</p> <p>Ability to use initiative to solve problems and deliver services</p> <p>Good Oral and written communication skills.</p> <p>Demonstrate sound decision-making skills.</p> <p>Effective team working approach whilst understanding the need to and having the ability to operate on own initiative as required.</p> <p>Ability to work collaboratively to achieve a shared target or goal.</p>	Property management experience	Application form. Interview.
Qualifications and Training	Minimum of 5 GCSE's (grade C or above) or equivalent, including English and Maths.		Application form. Qualification certificate.

			Interview.
Experience	<p>Previous experience in working in a customer focused environment.</p> <p>Experience in administration and accounts management.</p> <p>Demonstrate and provide evidence of an effective approach to customer care and service delivery</p> <p>Understands the needs and pressures of working in the commercial property sector.</p> <p>Can demonstrate continuous personal development.</p> <p>Experience of achieving personal and service targets.</p> <p>Experience of working in a target focused environment.</p>	<p>Experience of lone working and working as part of a team.</p> <p>Experience of working with the Sage system.</p>	<p>Application form.</p> <p>Interview.</p> <p>References.</p>
Special Requirements	<p>Flexibility in approach to work in terms work outside of normal office working hours</p> <p>Must be able to meet the travel requirements of the role and able to access Newcastle City Centre.</p>		<p>Application form.</p> <p>Interview</p>