|  |  |  |  |
| --- | --- | --- | --- |
|  | Essential | Desirable | Method of Assessment (see list below) |
| Education and Qualifications | | | |
| 5 grade A-C GCSE or equivalent | X |  | AF |
|  |  |  |  |
| Experience | | | |
| A strong background in delighting customers in a service environment | X |  | AF/I |
| Experience of working in a housing and lettings or sales environment and reaching set targets agreed  Working with the public in a customer led environment | X  X |  | AF/I  AF/I |
|  |  |  |  |
| Skills, knowledge and ability | | | |
| Excellent communication skills | X |  | I |
| Ability to coach and develop others | X |  | I |
| Ability to drive change | X |  | I |
| Personal characteristics | | | |
| Customer Focussed | X |  | I |
| Resilient & Delivery Focussed | X |  | AF/I |
| Other | | | |
| Flexible approach to hours worked  Must have own transport | X  X |  | AF / I  AF / I |

AF = Application form

I = Interview

T = Testing