

## Person Specification

<b>Post</b>	<b>Factoring Co-ordinator</b>
<b>Grade</b>	<b>EVH Grade 7</b>

<b>Education/Qualifications</b>	<b>Essential</b>	<b>Desirable</b>
A relevant factoring or property management qualification.		√
<b>Experience</b>		
Sufficient experience of delivering factoring services	√	
Experience of working with the public	√	
Experience of handling complaints	√	
Experience of developing and implementing policies and procedures	√	
<b>Knowledge</b>		
An excellent knowledge and understanding of factoring legislation and practice.	√	
An excellent knowledge and understanding of property title deeds and deeds of conditions	√	
<b>Skills and abilities</b>		
Possess Excellent Customer Care Skills	√	
Ability to organise and manage own workload	√	
Excellent written and verbal communication skills.	√	
Excellent organisational and time management skills.	√	
Ability to work under pressure and meet deadlines	√	
Excellent IT skills including Microsoft Office products	√	
<b>Other Requirements</b>		
Committed, flexible and adaptable approach to work requirements.	√	
Commitment to ethos of social housing and Rosehill's values, including equalities and human rights.	√	
Possession of a full current driving licence, use of a car and have car insurance for business use		√
Able to attend out of hours owners' meetings when required.	√	