

Person Specification – Factoring Officer

	ESSENTIAL	DESIRABLE
SKILLS AND KNOWLEDGE	<ul style="list-style-type: none"> • Excellent knowledge of factoring and a track record of dealing and negotiating with a cross-section of colleagues and customers. • Awareness of, and compliance with, all relevant best practice and legislative frameworks. • Provision of technical advice to colleagues, seniors and others. • Good working knowledge of Microsoft Word and Excel. • Awareness of the Property Factors (Scotland) Act 2011 and the Revised Code of Conduct for Property Factors 	<ul style="list-style-type: none"> • Experience in using CPL • Basic technical knowledge of building components
EXPERIENCE	<ul style="list-style-type: none"> • Excellent communication and customer service skills as well as the ability to manage your own workload whilst coping with changing circumstances and demands. • Solid work history, which indicates a track record of appropriate responsibilities having been successfully covered in previous posts. • Significant experience in negotiation skills in setting up realistic and affordable payment plans with individuals in arrears. • Experience of routinely applying judgment and concluding all pieces of work within policy guidelines. • Experience in suggesting and applying solutions to work problems encountered within the role and contributing to procedural improvement and policy development. 	<ul style="list-style-type: none"> • Experience of working in a housing association. • Group meetings with owners, either at a forum level or a close level • Experience of data gathering, analysing customer and providing solutions.
PERSONAL ATTRIBUTES	<ul style="list-style-type: none"> • Excellent customer service skills. • Pleasant, positive, assertive and helpful manner. • Enthusiasm towards all aspects of the role. • Ability to be supportive but also firm as necessary with customers in arrears. 	<ul style="list-style-type: none"> • Full Driving License.