

The logo for Notting Hill Genesis is a stylized oval shape composed of overlapping colored segments: a green segment at the top, a blue segment on the right, and a yellow segment at the bottom. The text "Notting Hill Genesis" is written in white, sans-serif font across the center of the logo.

Notting Hill
Genesis

The title "Application briefing pack" is written in a bold, white, sans-serif font. It is positioned over a dark, semi-transparent rectangular background that spans across the middle of the page. The background of the entire page is a photograph of a modern, multi-story apartment building with white brickwork, dark-framed windows, and balconies. A large, stylized graphic of the number '4' is overlaid on the left side of the image, with segments in orange, green, and blue. The building's facade is brightly lit, and shadows are cast across it.

Application briefing pack

Property management
officer



This briefing pack aims to provide candidates with information and tips on how to apply for the role of property management officer. It also explains what assessors will be looking for from candidates at each stage of the assessment centre.

Application process

The application process consists of several stages:

1. First, there is a written application which candidates must submit along with a summary of their vocational and academic experience. We use this to shortlist candidates for the further rounds of assessment.
2. Shortlisted candidates are then sent a written assessment to be completed. Because so much of the role involves written communication, we use this to assess whether candidates have the necessary written communication skills.
3. Those that pass the written test are invited to an assessment centre. This takes place in person at one of our offices and consists of two parts:
 - a. An interview with a panel of 2 or 3 members of NHG staff who ask competency-based questions similar to those answered in the written application. This is used to score candidates against our expectations.
 - b. A role play with an actor which is assessed by an NHG staff member. This is used to assess a candidate's aptitude for the role in a relevant situation.

1. The written application

To apply for the role, you will need to complete a written application. Below is some guidance on what to expect and how to approach the application process.

Academic and vocational experience

You will need to provide a summary of your vocational and academic experience to date which we review to see whether a candidate has relevant experience or qualifications that might make them a good candidate. It is important to make sure that this is complete and clear.

Though it is always desirable to have relevant experience in a similar post, for this role it is not necessary. We do not assess candidates on their experience alone but as a minimum we do require that candidates have a GCSE or comparable qualification in both Maths and English at A-C.

Competency-based questions

We ask three questions related to the role which require candidates to give an example from their vocational, academic or personal experience to illustrate their answer. The questions are focused on the skills that are required for the role and our staff expectations. They are centred around dealing with an unhappy customer, working well with others and communication.

Answers should be given in prose and make good use of the word count available as very short answers or bullet points are unlikely to be considered acceptable. Equally, it is important to make sure that all answers are of sufficient quality (rather than one strong answer being sufficient), as all answers

must meet the minimum benchmark to be shortlisted.

Think about specific examples for each of the questions which demonstrates actions you have taken rather than talking in generalities or about a hypothetical situation.

The STAR method

A useful method for answering questions in an application or interview is the STAR technique. This technique gives a straightforward format that you can use to structure your response by outlining the Situation, Task, Action and Result.

- **Situation** – set the scene and provide the assessors with the necessary details of the example that you have chosen
- **Task** – describe what your responsibility was in that situation what you needed to get done
- **Action** – explain what steps you took to address the situation
- **Result** – share what outcomes that actions you took achieved

We recommend that candidates use the STAR technique as it is a simple framework to assist with telling a meaningful story about their example.

2. The written assessment

If you are shortlisted, you will receive a link to a written assessment that will be held online and given a deadline to complete the assessment by. You will have 60 minutes to complete the task.

As a property management officer, you will be expected to produce a significant amount of written communication, so it is important that we assess candidates on how they communicate both verbally in the interview and role play as well as in a written assessment. You do not need any technical knowledge to be able to complete the written assessment.

The situation in the written assessment is that you have taken on a new role and must respond to an unhappy resident. You are expected to read all the information provided to you so that you can provide the customer with a comprehensive response to the issues they have raised.

You will be assessed on your spelling and grammar, the structure of your response and how you analyse and then digest information that you have received. The tone of your writing is important, particularly when responding to customers about a sensitive subject, so we will also be assessing this alongside your influencing skills and how you explain your reasoning for your decisions made to the customer.

As the written assessment is online, please make sure that you have a good wi-fi connection before starting the assessment. Unfortunately, we may not be able to accept any applications if they are not completed by the specified date stated in the invite.

3. Assessment Centre

a) Interview

Our interviews are competency-based, meaning that we look for candidates to draw upon their own vocational, academic, or personal experience and provide the panel with examples of situations or tasks that they have personally handled. The aim of this is for you to explain to your assessors how you have approached problems, tasks and challenges and what steps you have taken to resolve these.

The interview will consist of five competency-based questions that relate to the following NHG staff expectations:

- Working well with our people
- Business and value for money focus
- Personal effectiveness
- Delivering excellent services

It is helpful to prepare before your interview by reviewing our staff expectations document and thinking about some good examples from your own experience that you can use to demonstrate the expectations. Feel free to make notes as you can refer to these during your interview so that you are better prepared to answer questions.

The interview questions concern your influencing skills, financial awareness, customer service and managing your workload. Use the STAR technique explained above in your competency-based interview to ensure that you have structure to your answers. There will be time to refer to your notes before and during answering questions, but it is important not to spend too long deliberating on answers as this will break up the flow of the interview.

Following the competency-based questions there will also be an opportunity for you to ask us questions.

b) Role play

We use role plays as part of our property management officer assessment as we want to see how the candidate would behave and perform in a situation similar to which they might later come across in the role.

The role play looks at the competencies required for the role and the behaviours that have been identified as important for the property management officer position and NHG. The behaviours that will be assessed at the assessment centre are detailed in the role profile and expectation framework that are provided with the advert.

The role play will last for 40 minutes in total and will involve 20 minutes preparation and up to 20 minutes live interaction with the role player. There will be an assessor present who will be making notes on the day so they can refer to these when they mark the role play.

We do not expect candidates to prepare specifically for the role play as we want to see how candidates would act in the moment in the scenario.