

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

Notting Hill
Genesis

The background of the cover is a photograph of a modern, multi-story residential building with a white brick facade and dark-framed windows. A balcony with a metal railing and some greenery is visible on the right side. On the left side, there are large, overlapping diagonal stripes in orange, light blue, yellow, and green. A dark grey banner is positioned at the bottom, containing the title text.

Application briefing pack
Property management
officer



This briefing pack provides 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 process.

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 sent a written assessment to be completed online. We use this to assess whether candidates have the written communication skills required for this role.
3. Those that pass the written test are then 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 asked in the written application. This is to score candidates against the NHG staff 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 academic and vocational 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 section 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 grade A-C.

Competency-based questions

We ask three questions 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 concern 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.

For each of the questions, think about real-life, specific examples which demonstrate actions you have taken rather than talking in generalities or about a hypothetical situation.

The STAR technique

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 **S**ituation, **T**ask, **A**ction and **R**esult.

- **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 the 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 an email with a link to an online written assessment and a deadline to complete the assessment by. Then, when you begin the assessment, you will have 60 minutes to complete the task.

As a property management officer, you will produce a significant amount of written communication, so it is important that we assess candidates on this.

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 do not need any technical knowledge of leasehold or housing to be able to complete the written assessment as you will not be assessed on this.

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

As the written assessment is online, please make sure that you have a strong 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 deadline stated in the email invite.

3. Assessment Centre

a) Interview

Our interviews are competency-based which means that we ask questions to understand how you have used your specific skills and experience to approach problems, tasks and challenges. We use this approach to identify whether or not an individual has the skills required for the role rather than just test if they have done certain tasks.

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

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

It is helpful to prepare for your interview by reviewing our staff expectations document, thinking of some good examples from your own experience that you can use to demonstrate each expectation. 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 will cover several different topics:

- Customer service skills
- Managing your time and workload
- Decision making
- Financial awareness

To answer these questions, we expect candidates to draw upon their own vocational, academic, or personal experience and provide the interview panel with examples of situations or tasks that they have personally handled. The aim for this is to explain how you have approached problems, tasks and challenges and the steps that you have taken to resolve these.

Use the STAR technique explained above in your competency-based interview to ensure that your answers have structure. 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 the interview panel any questions that you have about the organisation or the role.

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 encounter in the role.

The role play assesses the competencies required for the role and the behaviours that have been identified as important for our property management officers. These behaviours are detailed in the role profile and our staff expectations documents 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 actor. 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.