



PERSON SPECIFICATION

Job Title: Revenues and Benefits Officer	Post No:	Hoople Band: C
Directorate: Finance	Section: Revenues & Benefits	Location: Auxilium House
All candidates will be considered on their ability to meet the requirements of the person specification	Essential criteria	Method of Assessment*
Experience	Working in a customer focussed department, dealing with complex information including the ability to provide clear written explanations (Revenues & Benefits environment is preferred)	AF & I
	Knowledge of basic Housing Benefit & Council Tax Reduction along with basic understanding of Council Tax	AF & I
	Communicating with internal and external customers verbally and in writing.	AF & I
	Dealing with workloads relating to billing and recovery of debt.	AF & I
Skills and Abilities	Customer care skills, specifically dealing with sensitive and personal information.	AF & I
	High standard of numeracy and accuracy.	AF & I
	Good written and oral communication skills.	AF & I
	Ability to gather and analyse facts and information required	AF & I
	Ability to work to strict deadlines.	AF & I
	Ability to work in a team but understand the importance of a highly demanding service and the ability to prioritise workload and use own initiative	AF & I
Qualifications and Training <i>Including professional qualifications</i>	Minimum of 5 GCSE passes at grade C or above to include Maths and English.	AF & I
	Must be willing to undergo training where necessary	AF & I

Other Factors <i>e.g. ability to work shifts, physical requirements (with adaptations where appropriate), ability to drive, agility to travel around county etc.</i>	Flexible approach to work.	AF & I
	Computer literate (General office packages is essential and experience in software system and document management would be preferred)	AF & I
	Ability to work in a changing environment.	AF & I
Line Manager Signature:		
Date:		

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*Method of Assessment: AF = Application Form; I = Interview; S = Selection Method; P= Presentation

Date Person Specification last reviewed

March 2023

