

PERSON SPECIFICATION

Job Title: Revenues & Benefits Administration Officer Directorate: Finance	Post No: Section: Revenues & Benefits	Hoople Band: B Location: Auxilium House/Hybrid
All candidates will be considered on their ability to meet the requirements of the person specification	Essential criteria	Method of Assessment*
Experience	Receipt and despatch of post. Use of Document Management System including scanning and indexing or the ability to learn a new software system. Awareness of Revenues and Benefits. Working in a customer focussed service. The processing of data with emphasis on accuracy and quality. Project work with adherence to strict timescales Experienced user of personal computers and desk top office software	Application/Interview Application/Interview Application/Interview Application/Interview Application/Interview Application/Interview
Skills and Abilities <i>Including personal attributes</i>	Literate and numerate Ability to interpret, understand and apply policies and procedures to the processing of accurate data Ability to understand and extract information from a computerised database Ability to work effectively with other team members Ability to work to deadlines and targets. Ability to deal with customers in writing and over the telephone providing first class customer service	Application/Interview Application/Interview Application/Interview Application/Interview Application/Interview

Qualifications and Training <i>including professional qualifications</i>	5 GCSE's including English and Maths Computer literate (experience in software systems, document management and desktop solutions preferred)	Application Application/Interview
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>	Able to manage time effectively and to meet deadlines Flexible approach to work, including ability to provide cover for other posts when required. Able to meet the physical demands of the job. i.e. Manual Handling	Application/Interview Application/Interview Application/Interview
Line Manager Signature: Date:		

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

Date Person Specification last reviewed

July 2018