

PERSON SPECIFICATION

Job information as shown on organisation chart

Job Title: Revenues Officer Service: Finance	Post No: Section: Revenues and Benefits	Hoople Band: C 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 environment and dealing with customer enquiries both verbally and in writing Working in a team and on own initiative High standard of numeracy and accuracy Liaison with internal and external customers To be able to work to targets and performance standards in a demanding environment	AF & I AF & I AF & I AF & I AF & I
Skills and Abilities <i>Including personal attributes</i>	Experience of working within a Debt Collection environment would be an advantage Exceptional customer care skills especially with regard to dealing with sensitive and personal information Ability to work accurately in relation to data input Good written and oral communication skills Ability to gather and analyse facts and information	AF & I AF & I AF & I AF & I AF & I
Qualifications and Training <i>including professional qualifications</i>	5 GCSE's at grade C or above including Maths and English Trained in the use of ledgers is desirable but training will be given	AF & Certificates AF

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>	Computer literate (experience in software systems, document management and general office packages)	AF & I
	Flexible approach to work and ability to work outside of normal office hours when required	AF & I
Manager Signature:		Date:
Manager Name:		Job Title:

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

Presentation Date Person Specification last reviewed: December 2021