

PERSON SPECIFICATION

Job information as shown on organisation chart

Job Title: Systems & Development Officer Service: Finance	Post No: Section: Revenues and Benefits	Hoople Band: C Location: Plough Lane
All candidates will be considered on their ability to meet the requirements of the person specification	Essential criteria	Method of Assessment*
Experience	<p>System administration of software packages, ideally Academy and a document management system.</p> <p>Operating a BACS payment processing operation (incoming and outgoing) dealing with high volumes of transactions within strict timescales</p> <p>Knowledge of a Revenues & Benefits environment is preferred but training will be provided for the right candidate</p>	<p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p>
Skills and Abilities <i>Including personal attributes</i>	<p>Ability to deal with technical system information and payment files such as Direct Debit and Direct Credit.</p> <p>Analytical skills to interpret financial and performance information.</p> <p>Able to use a wide range of computer applications and undertake system interrogation to produce reports.</p> <p>Reconciliation of system output including payments received with financial systems.</p> <p>Ability to convert technical issues into plain English for the users' benefit</p> <p>Ability to deal with customers over the telephone and in writing</p> <p>Ability to implement projects to strict deadlines</p>	<p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p>

Qualifications and Training <i>including professional qualifications</i>	'A' level (or equivalent) education in a mathematics or a science subject or considerable experience in system applications	Application/Interview
	IRRV qualification or significant experience in system applications and/or a Revenues & Benefits Environment is desirable	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>	Computer literate (experience in software systems and document management and the advanced use of desktop solutions).	Application/Interview
	Security issues relating to handling post and payments received	Application/Interview
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

September 2024