

# PERSON SPECIFICATION



<b>JOB TITLE</b>	<b>Business Rates and BID Supervisor</b>	
<b>POST REF</b>	<b>1556FPSA</b>	
<b>CRITERIA</b>	<b>DESCRIPTION</b>	<b>PRIORITY</b>
Qualifications	A Minimum of 5 GCSE passes (or relevant equivalent) to include Maths and English	1
Qualifications	IRRV (Level 3) Certificate for Local Revenues (or higher), or NVQ level 3 in Revenues Administration or willing to work towards this, or 5 years experience working in a Business Rates or Rates Valuation area	2
Qualifications	ILM level 3 Team Leader/Supervisory or above (or equiv NVQ/CMI level 3) or relevant equivalent	3
Knowledge	Advanced practical, theoretical & procedural knowledge of National Non-domestic Rates regulations, policies and good practice.	1
Knowledge	Able to create, recommend and review work based procedures and policies	2
Knowledge	Practical & procedural knowledge of wider Local Taxation regulations and good practice	3
Knowledge	Knowledge of the Northgate Local Taxation and/or Civica Document Management systems	3
Experience	At least 3 years experience working in a Local Taxation or Valuation office at an officer level or above	1
Experience	Experience of working to tight deadlines and in a performance-driven environment	1
Experience	Experience of giving complex advice and handling difficult customers.	2
Experience	Practical and Procedural Knowledge of Business Improvement District administration	2
Experience	Supervisory or management experience in a local taxation environment	2
Experience	Experience of working with elected members and senior management in complex cases	3
Experience	Experience of attending court or tribunal hearings	3
Experience	Experience of developing policies and procedures	3
Skills	Effective communication skills, written and oral.	1
Skills	Developed interpersonal skills in order to train others	1
Skills	Good organisational skills to deal with and manage workloads/deadlines	1
Skills	Ability to demonstrate a high level of Numeracy and literacy	1

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Skills	Good analytical skills and ability to interpret & communicate complex legislation	1
Skills	Ability to develop and train a team and undertaking individual appraisals	2
Skills	Ability to use document management & workflow systems	3
Skills	Ability to use Business Objects report builder	3
Personal Attributes	Ability to work as part of a team and managing own workload with minimum supervision	1
Personal Attributes	Caring and negotiation skills to be able to deal with sensitive situations and confidential information	1
Personal Attributes	Good computer skills including use of Microsoft excel and Word and mobile devices	1
Personal Attributes	Able to work under pressure, to deadlines and in difficult situations.	2