

# PERSON SPECIFICATION



JOB TITLE POST REF	Council Tax Officer FPS0568P	
CRITERIA	DESCRIPTION	PRIORITY
Skills	Good computer skills including the use of Microsoft applications, internet and mobile devices	1
Skills	Good comprehension skills to be able to follow complex legislation and work based policies and procedures	1
Skills	High level of numeracy and literacy skills to deal with account queries and written correspondences	1
Skills	Good organisational skills to be able to prioritise work and deal with deadlines	2
Skills	Developed negotiation skills to collect payments	2
Qualifications	Minimum 4 GCSE (or equivalent) passes at grade C or above, to include maths and english	1
Qualifications	IRRV certificate (formerly technicians grade) or working towards this	3
Personal Attributes	Effective written and oral communication skills	1
Personal Attributes	Developed interpersonal skills	1
Personal Attributes	Enhanced caring and negotiation skills to be able to deal with sensitive situations and confidential information	1
Personal Attributes	Able to work under pressure and in difficult situations	2
Personal Attributes	Ability to deal with and adapt to change, may be required to work in other units of the Directorate	2
Personal Attributes	May be subject to basic DBS checks due to handling of sensitive personal data	2
Knowledge	Knowledge of and experience of using the Northgate Revenues and Civica document management systems.	2
Knowledge	Knowledge of Council Tax discounts and exemptions.	2
Knowledge	Basic knowledge of Business Rates billing in order to provide payment advice to businesses	3
Experience	At least 2 years working in a busy customer service environment, preferable within a revenues department.	1
Experience	Experience of providing complex information and advice to customers.	1
Experience	Experience of working to tight deadlines and in a performance driven environments	1
Experience	Experience of working as part of a team and also able to use own initiative and find own solutions.	1

<b>CRITERIA</b>	<b>DESCRIPTION</b>	<b>PRIORITY</b>
Experience	Practical and procedural knowledge of Council Tax regulations and best practice	2
Experience	Experience of organisational change and ongoing improvement methods	2
Experience	Ability to understand key performance measures	3