

## PERSON SPECIFICATION

Sets out the qualities which are either essential or desirable for the postholder to enable him/her to carry out duties effectively.

**Post Title:** Support Team Leader

**Post No:** FRRB24

**Service Team:** Corporate Services

**Grade:** G

Essential (E)/Desirable (D)

### Qualifications

5 GCSEs Grades A-C or equivalent (E)

Practical and procedural knowledge, including legislative requirements, of all areas of revenues and benefits (E)

Educated to A Level or equivalent (D)

### Experience

Substantial and advanced experience of the working of a revenues and benefits service (E)

Excellent working knowledge of NEC business rates, council tax and benefits software (D)

### Aptitudes/skills

Excellent written and verbal communication skills to convey detailed advice, explain complex principles and present information to a wide range of audiences (E)

Excellent interpersonal skills to develop and maintain effective working relationships within the team and with a wide range of internal and external stakeholders (E)

Sound judgement in the provision of clear and authoritative advice in a variety of forums and at short notice (E)

Advanced ability to analyse and solve a variety of complex problems (E)

Ability to manage and supervise staff and to delegate work effectively (E)

Good IT skills to utilise work systems and Microsoft applications (E)

Good keyboard skills to input data precisely and draft complex documentation (E)

Project management skills (E)

**Personal qualities**

Self-motivated and able to motivate others (E)

Strong customer focus (E)

Team orientated (E)

Calm, helpful and co-operative disposition (E)

Flexible in terms of responsibility and whatever it takes to get the job done (E)

Able to use own initiative and work with minimal supervision (E)

Able to work in a pressurised environment, deal with multiple tasks and remain focussed on service delivery (E)

Strong understanding of, and commit to, governance principles and organisational values (E)

**Any other (not specified above)**

Commitment to the principles of equality, diversity, risk management and health and safety (E)

Full driving licence with use of motor vehicle (D)