

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: Revenues and Benefits Manager
Service Team: Revenues and Benefits

Post No: FRRB01
Grade: J

Essential (E)/Desirable (D)

Qualifications

Degree or equivalent or significant, relevant compensatory experience	(E)
Part IRRV qualification	(E)
Evidence of continuous professional development	(E)
Full IRRV qualification	(D)
Management qualification	(D)

Experience

Significant experience in a management role in a Revenues and Benefit environment	(E)
Experience of managing resources including budgets, people and performance	(E)
Detailed knowledge of relevant legislation and case law	(E)
Experience of working with elected members	(D)
Experience of working project management	(D)

Aptitudes/Skills

Highly developed leadership skills	(E)
Ability to provide direction to the team and to facilitate change	(E)
Ability to develop positive working relationships with colleagues and stakeholders	(E)
IT skills including Microsoft office	(E)
Numeracy skills	(E)
Analytical skills	(E)
Supervisory skills	(E)
Communication skills	(E)
Organisational skills	(E)
Problem solving skills and thinking outside the box	(E)

Ability to meet deadlines	(E)
Ability to work under pressure with minimal supervision	(E)
Capable of implementing changes, maintaining and improving services	(E)
Capable of planning, allocating, monitoring and evaluating work carried out by staff and self against service specification	(E)
Ability to contribute to the development of staff and self to enhance performance	(E)
Ability to analyse data and meet deadlines	(E)
Excellent report writing skills	(E)
Familiarity with the Northgate Revenues and Benefits applications	(D)
Personal Qualities	
Politically sensitive, tactful and diplomatic	(E)
Customer focus	(E)
Flexible and methodical approach to work	(E)
Conscientious	(E)
Ability to use own initiative	(E)
Accuracy and attention to detail	(E)
Self motivated with the ability to motivate others	(E)
Demonstrate behaviours consistent with the council's core values and behaviours	(E)
Commitment to equality and diversity in the workplace, in the delivery of services to customers and the community	(E)
Ability to work effectively as part of a team	(E)
Flexible with a "can do" attitude	(E)
Takes personal responsibility and uses resources effectively and efficiently	(E)
Open to change and commitment to continuous improvement	(E)
Shows respect and consideration	(E)
Able to communicate effectively	(E)

This is a politically restricted post under the terms of the Local Government and Housing Act 1989 and Local Government Officers' (Political Restrictions) Regulations 1990