

Person Specification

Post of: Revenues and Benefits Training and Development Manager

Please ensure that the Job Description and Person Specification are used as a guide when completing your application form. All of the criteria below will be assessed via your application form; further methods will be used to support this in the interview stage. You are expected to use the application form as a means to demonstrate, with examples, how you meet the person specification criteria below – a re-wording of the criteria listed will not guarantee an interview.

Method of Assessment: S - Scenario, I - Interview, P - Portfolio, T - Test, D - Documents

Qualifications and training

How Assessed - D, I

Essential:

- A Degree or other qualification to degree standard, or relevant demonstrable experience
- Minimum of six GCSE's including Maths and English, at grade A-C (or equivalent), or relevant demonstrable experience
- A relevant professional qualification (IRRV Level 3 Certificate)

Experience and knowledge

How Assessed - D, I

Essential:

- At least 5 years' experience of working within a Revenues or Benefits environment dealing with legislative requirements.
- Able to work effectively with colleagues from a range of backgrounds
- Ability to develop employees and maximise their skills
- Able to analyse data effectively to oversee performance, identify trends and ensure timely corrective action is taken
- Ability to communicate complex information to officers in a clear and concise manner both verbally and in writing
- Experience of developing training programmes

Desirable:

- Experience of acting in a supervisory capacity
- Previous experience of undertaking a training and development role.

Essential:

- Ability to provide visible leadership and direction
- Ability to develop and empower others appropriately using a range of motivational skills
- Open, approachable, facilitative and persuasive
- Leads by example, inspires confidence and respect
- Encouraging, supportive and effective in managing people's performance
- Knowledge of revenues and benefits legislation and working practises

Desirable:

- Knowledge of other welfare benefits
- Understanding of Health and Safety requirements

Essential:

- Experience of target setting, and performance measurement in their area
- Proven record of setting challenging but achievable targets for themselves and a team whilst performing well against those targets
- Able to embed and instil performance ethos in team members to deliver performance outcomes
- Ability to provide challenging feedback sensitively and constructively to improve performance outcomes
- Self-motivated and driven to achieve and exceed both personal and team objectives

Desirable:

- Knowledge of performance management

Essential:

- Ability to anticipate and plan for future legislative changes

Desirable:

- The postholder must have access to suitable means of transport as required for official duties. Where applicable the postholder must maintain a full current driving licence and ensure that their vehicle insurance provides appropriate cover.