

PERSON SPECIFICATION

Council Tax/Benefits Team Manager

All the criteria below, both essential and desirable, will be assessed via your application form; further methods will be used to support this in the interview/selection stage should your application progress. Please refer to this document and the job description when completing your application, giving examples. 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

Method of Assessment – D, I

Essential:

- Minimum of six GCSEs including maths and English (or equivalent), or relevant demonstrable experience
- A Degree or other qualification to degree standard (or equivalent), and at least five years relevant demonstrable experience

Desirable:

- A relevant professional qualification (IRRV Level 3 Certificate)

The New GCSE Grading System

- Grades 7-9 are equivalent to the old grades A and A*.
- The bottom of grade 7 aligns with the bottom of grade A.
- Grades 4-6 are equivalent to the old grades B and C.
- The bottom of grade 4 aligns with the bottom of grade C

Experience and knowledge



Method of Assessment – D, I

Essential:

- Demonstrable knowledge and at least five years' experience of working in a Revenues or Benefits environment
- Extensive knowledge of revenues or benefits legislation and working practises
- Ability to anticipate and plan for future legislative changes

Desirable:

- Understanding of Health and Safety requirements
- Knowledge of other welfare benefits
- Knowledge of relevant legislation and able to anticipate and plan for future changes in legislation

Specialist skills and abilities

Method of Assessment – D, I

Essential:

- Able to analyse data effectively to oversee performance, identify trends and ensure timely corrective action is taken
- Ability to communicate complex information to customers and officers in a clear and concise manner both verbally and in writing
- Ability to deal with customers from a wide range of backgrounds with sympathy and empathy
- Experience of acting in a supervisory capacity
- Experience of building relationships with internal or external partners
- Highly ICT literate

Desirable:



Personal skills and attributes

Method of Assessment – D, I

Essential:

- Able to work effectively with colleagues from a range of backgrounds
- Ability to develop employees and maximise their skills using a range of motivational skills
- 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
- Ability to see the bigger picture and work effectively with colleagues across the wider service area

Desirable:

Decision making impact and innovation

Method of Assessment – D, I

Essential:

- Experience of complex decision making taking into account technical issues and customer expectations that deal with wide ranging issues
- 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

Special working conditions

Method of Assessment – D, I

Essential:

- Ability to work from home on a regular basis, with the requirement to attend your primary work base as and when required.
- During a Pandemic, Epidemic or Major Incident or Emergency you may be asked to work from home or other location and on occasion to undertake duties that are not stated in your Job Description or Person Specification where there is a skill, competency, and experience match
- 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 provide appropriate cover.

