**PERSON SPECIFICATION**

**Job Title: Assistant Team Manager - NDR**

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|  | Essential | Desirable |
| **Qualifications & Experience** | 5 GCSE passes including Maths & English  A minimum of 2 years’ recent experience of administering Council Tax or NNDR service | Evidence of contributing to the successful management of a benefits, council tax or National Non Domestic Rates (NNDR) service |
| **Knowledge** | Up-do-date knowledge of relevant legislation related to NNDR  Numerate with accurate keyboard skills |  |
| **Achieving Results** | Demonstrate a positive desire to achieve agreed outcomes  Able to understand and assist with the management of the day to day function of performance management and performance indicators.  Able to assist the team manager in providing advice and help to the management team with regard to budgetary implications and reliefs |  |
| **Delivering excellent Customer Service** | Demonstrate a detailed understanding of customer care internally and externally  Able to deal appropriately with a variety of people including representatives from local businesses and members | Experience of delivering high quality customer care in a front line service |
| **Health, Safety and Welfare** | Able to demonstrate good general understanding of Health, Safety and Welfare policies and procedures  Demonstrate ability to achieve a good work life balance for self and for team | Able to deal with change effectively |
| **Striving for Continuous Improvement** | Commitment to a learning culture  Able to give examples of flexible and positive response to change | Evidence of continued learning |
| **Diversity and Equality** | Able to understand the concept of diversity and respect for others and be committed to these issues | Able to promote fair treatment and equality of opportunity in both employment and service delivery |
| **Team working and delivering in partnership** | Good understanding of the importance of team work, coupled with a clear vision of how to deliver a front-line service  Preparedness to undertake work as a team member |  |
| **Improving own Learning and Development** | Willingness to learn and to improve | Institute of Revenues and Rating Valuation Technical Grade |
| **Communicating effectively** | Good interpersonal and communication skills  Effectively communicates relevant information to others  Able to respond to varying levels of understanding from internal and external customers |  |
| **Leading, Managing and Developing others** | Ability to work with the team managers to improve overall service delivery within the organisation to provide a fully joined up service.  Demonstrate the ability to work effectively under pressure | Experience of supervising, organising and monitoring the work of a small team.  Experience of training or mentoring within a team. |
| **Other special requirements** | Able to travel, as required, across the partnership |  |