**PERSON SPECIFICATION**

**Job Title: Revenues Officer – Enforcement**

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|  | Essential | Desirable |
| **Qualifications & Experience** | Must have recent experience of working in a busy office environment or have relevant qualifications in this field.  Good general education - 2 GCSE grades,  A-C or relevant Revenues experience.  Demonstrate good numerical and writing skills | Demonstrate knowledge of Enforcement Agent regulations  Demonstrate experience of dealing with debt recovery involving vulnerable people. |
| **Knowledge** | Knowledge of computer packages, including the Microsoft Suite and have the sufficient knowledge and skill to be able to use computers effectively.  Demonstrate knowledge of Debt Recovery | Working knowledge of Academy and Civica (Comino) IT systems. |
| **Skills** | Works accurately whilst understanding the importance of meeting strict deadlines.  Must be able to work to personal and team targets.  Organisational and good time management skills | Knowledge of Council Tax support and general welfare benefits |
| **Delivering excellent Customer Service** | Demonstrate experience or understanding of customer care.  Demonstrate ability to deal with customer enquiries in an appropriate, diplomatic and professional manner.  Be able to remain calm during stressful/violent circumstances. | Customer Care training |
| **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 |  |
| **Striving for Continuous Improvement** | Commitment to a learning culture  Able to give examples of flexible and positive response to change |  |
| **Diversity and Equality** | Ability to understand the concept of diversity and respect for others and be committed to these issues |  |
| **Communicating effectively** | Good level of interpersonal and communication skills  Effectively communicates relevant information to others  Able to respond to varying levels of understanding from customers |  |
| **Attitude** | Must be able to self-motivate and embrace change.  Be an effective team player and can work flexibly within a team  Have a positive desire to achieve results  Can work effectively under pressure and use own initiative  Willing to learn and improve | Has a positive attitude toward work and others |
| **Other special requirements** | You may be required to drive |  |