

PERSON SPECIFICATION

Job Title: Revenues Officer - Recovery

	Essential	Desirable
Qualifications & Experience	<p>Excellent customer service skills and the ability to deal with conflict.</p> <p>Good general education - 2 GCSE grades, A-C or relevant Revenues experience.</p> <p>Demonstrate good numerical and writing skills</p>	<p>Recent experience of working in a busy office environment or have relevant qualifications in this field.</p> <p>Demonstrate knowledge of Council Tax / Business rates regulations</p> <p>Demonstrate an awareness of Sundry debts and their collection</p> <p>IRRV Technician Grade</p>
Knowledge	<p>Knowledge of computer packages, including the Microsoft Suite and have the sufficient knowledge and skill to be able to use computers effectively.</p>	<p>Working knowledge of Academy and Civica (Comino) IT systems.</p>
Skills	<p>Works accurately whilst understanding the importance of meeting strict deadlines.</p> <p>Must be able to work to personal and team targets.</p>	
Delivering excellent Customer Service	<p>Demonstrate experience or understanding of customer care.</p> <p>Demonstrate ability to deal with customer enquiries in an appropriate, diplomatic and professional manner.</p> <p>Be able to remain calm during stressful circumstances.</p>	<p>Customer Care training</p>
Health, Safety and Welfare	<p>Able to demonstrate good general understanding of Health, Safety and Welfare policies and procedures</p>	

	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		

