**PERSON SPECIFICATION**

**Job Title: Revenues Officer – Overpayments**

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|  | Essential | Desirable |
| **Qualifications & Experience** | Good general education - 2 GCSE grades,  A-C or relevant Revenues experience.  Excellent customer service skills and the ability to deal with conflict.  Demonstrate good numerical and writing skills | IRRV Technician Grade |
| **Knowledge** | Knowledge of computer packages, including the Microsoft Suite and have the sufficient knowledge and skill to be able to use computers effectively. | Working knowledge of Academy and Civica (Comino) IT systems.  Demonstrate knowledge of Housing Benefits legislation |
| **Skills** | Works accurately whilst understanding the importance of meeting strict deadlines.  Must be able to work to personal and team targets. |  |
| **Delivering excellent Customer Service** | Demonstrate experience or understanding of customer care, both to internal and external customers  Demonstrate ability to deal with customer enquiries in an appropriate, diplomatic and professional manner.  Be able to remain calm and confident when dealing with a variety of people/challenging situations | 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, including negotiation  Effectively communicates relevant information to others orally and in writing / by email  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** | This post can be based at any of the offices within the Anglia Revenues Partnership. (Thetford, March, Lowestoft and Woodbridge). |  |