**PERSON SPECIFICATION**

**Job Title: Revenues Officer – Council Tax**

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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.Excellent customer service skills and the ability to deal with conflict.Good general education - 2 GCSE grades,A-C or relevant Revenues experience.Demonstrate good numerical and writing skills | Demonstrate knowledge of Non Domestic Rates regulationsDemonstrate an awareness of Sundry debts and their collectionIRRV 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.Demonstrate knowledge of Council Tax Regulations | 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. | 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 proceduresDemonstrate ability to achieve a good work life balance for self and for team |  |
| **Striving for Continuous Improvement** | Commitment to a learning cultureAble 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 skillsEffectively communicates relevant information to othersAble 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 teamHave a positive desire to achieve resultsCan work effectively under pressure and use own initiativeWilling 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). |  |