

## PERSON SPECIFICATION

**Job Title: Properties Compliance Officer – Fraud Team**

|  | Essential  | Desirable   |
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| <b>Qualifications &amp; Experience</b>       | <p>Must have a minimum of 3yrs experience of working in a busy office environment or local Government office environment</p> <p>Good general education – 3 GCSE grades, A-C and/or business admin qualification</p> <p>Demonstrate good numerical and writing skills</p> <p>Experience of working in a team and a customer-based environment</p> | <p>Worked within a Fraud/Compliance Team</p> <p>Willing to undergo further training to expand on existing knowledge</p> <p>Experience of working in a similar environment.</p> <p>Ability to analyse data</p>       |
| <b>Knowledge</b>                             | <p>Knowledge of computer packages, including the Microsoft Suite (Excel) and have the sufficient knowledge and skill to be able to use computers effectively.</p> <p>Ability to interpret and understand relevant legislation/regulations for this role</p>  | <p>Working knowledge of Academy and Civica (Comino) IT systems, including Building Works</p> <p>Knowledge of Total Mobile</p> <p>Understanding of Council Tax and Business Rates listing and rating by the VOA.</p> |
| <b>Skills</b>                                | <p>Works accurately whilst understanding the importance of meeting strict deadlines.</p> <p>Must be able to work to personal and team targets.</p> <p>Able to priorities workload</p>  | <p>Demonstrate experience of interpreting Building Control, Planning Portal and GIS mapping data</p> <p>Analytical and desk top intelligence research skills</p>  |
| <b>Delivering excellent Customer Service</b> | <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>Excellent customer service skills and the ability to deal with conflict by remaining calm during stressful circumstances.</p>                             | <p>Customer Care training</p>   |

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| <p><b>Health, Safety and Welfare</b></p>          | <p>Able to demonstrate good general understanding of Health, Safety and Welfare policies and procedures</p> <p>Demonstrate ability to achieve a good work life balance for self and for team</p>  |   |
| <p><b>Striving for Continuous Improvement</b></p> | <p>Commitment to a learning culture</p> <p>Able to give examples of flexible and positive response to change</p>  |   |
| <p><b>Diversity and Equality</b></p>              | <p>Ability to understand the concept of diversity and respect for others and be committed to these issues</p>   |   |
| <p><b>Communicating effectively</b></p>           | <p>Good level of interpersonal and communication skills</p> <p>Effectively communicates relevant information to others</p> <p>Able to respond to varying levels of understanding from customers</p>   |   |
| <p><b>Attitude</b></p>                            | <p>Must be able to self-motivate and embrace change.</p> <p>Be an effective team player and can work flexibly within a team</p> <p>Have a positive desire to achieve results</p> <p>Can work effectively under pressure and use own initiative</p> <p>Willing to learn and improve and undertake further training to expand on existing knowledge</p> | <p>Has a positive attitude toward work and others</p> |

