

PERSON SPECIFICATION

Job Title: Council Tax Billing Officer
Service Area: Revenues and Benefits
Team: Billing and Benefits



| | Essential | Desirable |
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| Qualifications & Experience | Good general education – GCSE grades A-C or 1-5 in English and Maths or relevant qualifications/experience | Recent experience of working in a busy office environment or have relevant qualifications in this field |
| Knowledge | Knowledge of computer packages, including Microsoft Suite and have sufficient knowledge and skill to be able to use computers effectively | IRRV Technician Grade Working knowledge of Academy and Civica or other revenues processing and/or document imaging systems Demonstrate knowledge of Council Tax and or Local Council Tax Reduction regulations. A good understanding of GDPR regulations |
| Skills | Ability to work accurately whilst understanding the importance of meeting strict deadlines Must be able to work to personal and team targets Ability to gather and analyse facts and information | |
| 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 circumstances. | Customer Care Training |

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| <p>Health, Safety and Welfare</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 live balance for self and team</p> | |
| <p>Striving for Continuous Improvement</p> | <p>Willing to learn and improve with a commitment to a learning culture</p> <p>Able to give examples of flexible and positive response to change</p> | |
| <p>Diversity and Equality</p> | <p>Ability to understand the concept diversity and respect for others and be committed to these issues</p> | |
| <p>Communicating effectively</p> | <p>Good level of interpersonal and communication skills</p> <p>Effectively communicates relevant information to others using the most appropriate method</p> <p>Able to respond to varying levels of understanding from customers</p> | |
| <p>Attitude</p> | <p>Must be able to self-motivate and encourage constructive relationships</p> <p>Be an effective team player and work flexibly within a team</p> <p>Have a positive desire to achieve results Can work effectively under pressure and use own initiative</p> | |