

## PERSON SPECIFICATION

**Job Title: Council Tax Officer - Recovery**

	Essential	Desirable
<b>Qualifications &amp; Experience</b>	<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>
<b>Knowledge</b>	<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>
<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>Ability to make decisions based on information and evidence provided</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>Be able to remain calm during stressful circumstances.</p>	<p>Customer Care training</p>
<b>Health, Safety and Welfare</b>		

	<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>	
<b>Striving for Continuous Improvement</b>	<p>Commitment to a learning culture</p> <p>Able to give examples of flexible and positive response to change</p>	
<b>Diversity and Equality</b>	<p>Ability to understand the concept of diversity and respect for others and be committed to these issues</p>	
<b>Communicating effectively</b>	<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>Proven negotiation skill</p> <p>Debt recovery experience</p>
<b>Attitude</b>	<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</p>	<p>Has a positive attitude toward work and others</p>
<b>Other special requirements</b>	<p>This post will be based at the Thetford office.</p>	