

PERSON SPECIFICATION

Certificated Enforcement Agent



| | Essential | Desirable |
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| Qualifications & Experience | <p>Enforcement Agent Certificate</p> <p>5 GCSE's or equivalent</p> | <p>Enforcement Service Association examination</p> <p>Local Government experience</p> <p>Debt collecting experience</p> |
| Achieving Results | <p>Demonstrate a positive desire to achieve results</p> <p>Demonstrate knowledge of Microsoft Products together with excellent accurate keyboard skills</p> <p>Demonstrate knowledge of Debt recovery</p> <p>Ability to understand and work to relevant areas of legislation</p> <p>Demonstrate experience of office procedures</p> <p>Ability to organise and prioritise own work time and work load</p> <p>Demonstrate good numeracy skills</p> <p>Demonstrate good negotiation skills</p> <p>Ability to appraise goods and assess their quality</p> | |
| Delivering excellent Customer Service | <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/violent circumstances</p> | <p>Customer Care training</p> |

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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 life balance for self and for team</p> | |
| <p>Striving for Continuous Improvement</p> | <p>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 of diversity and respect for others and be committed to these issues</p> | |
| <p>Team working and delivering in partnership</p> | <p>Able to give examples of the ability to work effectively as part of a team</p> <p>Ability to be flexible within a team</p> <p>Give examples of working using own initiative</p> <p>Demonstrate ability to work effectively under pressure</p> | |
| <p>Improving own Learning and Development</p> | <p>Willingness to learn and to improve</p> | |
| <p>Communicating effectively</p> | <p>Good level of interpersonal, communication and report writing skills</p> <p>Effectively communicates relevant information to others</p> <p>Able to respond to varying levels of understanding from customers</p> | |
| <p>Other special requirements</p> | <p>To work outside normal working hours to include evenings and weekends where it is deemed necessary to do so.</p> <p>Full UK Driving Licence</p> | |