

PERSON SPECIFICATION

Job Title: Compliance Officer – Enforcement



	Essential	Desirable
Qualifications & Experience	<p>Must have recent experience of working in a busy office environment or have relevant qualifications in this field.</p> <p>Good general education - 2 GCSE grades, A-C or relevant Revenues experience.</p> <p>Demonstrate good numerical and writing skills</p>	<p>Demonstrate knowledge of Enforcement Agent regulations</p> <p>Demonstrate experience of dealing with debt recovery involving vulnerable people.</p>
Knowledge	<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>Demonstrate knowledge of Debt Recovery</p>	<p>Working knowledge of Academy and Civica (Comino) IT systems.</p>
Skills	<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>Organisational and good time management skills</p>	<p>Knowledge of Council Tax support and general welfare benefits</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>
Health, Safety and Welfare	<p>Able to demonstrate good general understanding of Health, Safety and Welfare policies and procedures</p>	

	Demonstrate ability to achieve a good work life balance for self and for team	
Striving for Continuous Improvement	Commitment to a learning culture Able 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 skills Effectively communicates relevant information to others Able 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 team Have a positive desire to achieve results Can work effectively under pressure and use own initiative Willing to learn and improve	Has a positive attitude toward work and others
Other special requirements	You may be required to drive	