

PERSON SPECIFICATION

Job Title	Revenues Officer	Job Number	
Directorate	Finance and Resources	Location	Parklands/Home
Completed By	Tim Morris	Date	July 2021

Criteria <i>(insert/delete rows as required)</i>	Indicate by ✓		Measured By
	Essential	Desirable	
Qualifications and Experience Academic, technical and professional			
• 5 GCSE or equivalent at grade C or above including Maths and English	✓		Certificates
• NVQ Level 2 or equivalent in Customer Services		✓	Certificates
Work Experience & Attainments Previous work experience relevant to the job			
• Office experience	✓		Interview/Test
• Customer service experience	✓		Interview/Test
• Experience of working with and applying government legislation		✓	Interview
Skills and Competencies			
• Ability to work unsupervised	✓		Interview/ Reference
• Ability to work to deadlines/targets	✓		Interview/ Reference
• Good organisational ability	✓		Interview/ Reference
• Able to communicate information and ideas clearly and accurately, both in oral and written form	✓		Interview/Test
• Polite and courteous manner with customers and colleagues	✓		Interview/ Reference
• Ability to listen to, and interpret customer queries	✓		Interview/ Reference

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Criteria <i>(insert/delete rows as required)</i>	Indicate by ✓		Measured By
	Essential	Desirable	
<ul style="list-style-type: none"> Participates and co-operates with team 	✓		Interview/ Reference
<ul style="list-style-type: none"> Work with team to share and support colleagues in achieving deadlines 	✓		Interview/ Reference
Circumstances Location, flexibility and mobility; other circumstances specific to the job			
<ul style="list-style-type: none"> Able to attend the office at times which best suit the needs of the service and operating within the council's flexi rules 	✓		Interview
<ul style="list-style-type: none"> Able to work from home when required, whilst also being able to ensure discretion and compliance with GDPR 	✓		Interview
<ul style="list-style-type: none"> To ensure that service delivery complies with current regulations, accepted professional standards, the council's policies and procedures and appropriate legislation (including legislation on equalities, health and safety and safeguarding children and vulnerable adults)'. 	✓		Interview