

Person Specification

Income & Recovery Officer

Part A

The following criteria (experience, skills and qualifications) will be used to short-list at the application stage:

Essential

Able to demonstrate:

- Relevant experience of working within an Income Management and/or Debt Recovery environment
- Good communication skills
- Collaborative working with colleagues and a range of stakeholders
- Ability to analyse and interpret information
- An understanding of the role of processes and procedures in a performance management environment
- Ability to work as part of a team and on own initiative
- Ability to input large volumes of data into a case management system accurately within set timescales.

Experience of:

- Good ICT and keyboard skills including use of Microsoft applications
- Working within a customer focused environment providing excellence in service delivery
- Prioritising work to meet deadlines

Desirable

Experience of using:

- Ash Debtors system
- Civica Payment Engine
- E5 Financial system

Part B

The following may be explored further at the interview:

- Approach to understanding and responding to customer requirements
- Ability to apply legislation and financial practices relating to income and sundry debt recovery
- Good communication skills
- Negotiation skills
- Relationship management
- Approach to managing workload