

Local Taxation & Housing Benefit Officer

Part A

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

Essential

Able to demonstrate:

- Working within a customer focused environment providing excellence in service delivery
- Good communication skills
- Collaborative working with colleagues and a range of stakeholders
- An understanding of the role or processes and procedures within a performance management environment
- Ability to work as part of a team and on own initiative
- Prioritising work to meet deadlines
- An understanding of the Council's Equalities policy

Experience of:

- Good ICT and keyboard skills including use of Microsoft applications
- Working in a constantly changing environment

Desirable

- Recent experience working within a housing benefit, council tax or financial environment
- Experience of Northgate core system
- Experience of using Civica Document Management System

Part B

The following will be explored further at the interview:

- Approach to delivering customer services
- Approach to responding to demanding customers
- Communication and interpersonal skills
- Approach to relationship management
- Approach to managing workload to meet deadlines
- Approach to managing change within a working environment
- Approach to embedding Equalities Policy in your day to day role