

## **Person Specification Gateway Officer**



### **Part A**

The following criteria (experience, skills and qualifications) will be used to assess your application:

#### **Essential**

- Experience of effectively operating a range of IT systems.
- Experience of prioritising, decision making and evidence of working effectively as part of a team.
- Able to communicate clearly and effectively in writing
- Experience of dealing effectively with difficult customers.
- Experience of taking payments from Service users by a variety of means.
- Knowledge and experience of NCCs financial management process.
- Demonstrate a positive attitude towards change.
- NVQ Level 2 in Information, Advice and Guidance or a commitment to achieving this within 12 months of taking up the post

#### **Desirable**

- Familiar with Council Financial policies and procedures

### **Part B**

The following criteria will be explored at the interview stage

- Commitment to equalities and diversity in employment and service delivery.
- Committed to high standards of customer service.
- Effective oral communication skills.

#### **Additional requirements**

The hours to be covered across the three centres will be 8.30am to 9pm Monday to Thursday and 8.30am to 4pm on Friday. The service rarely requires weekend cover and this would be requested only on a voluntary basis. Staff would be required to work a maximum of two nights per week, although it is anticipated that under normal circumstances only one night per week would be required.