

## Person Specification



### Debt 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:

- Recent experience working within a debt recovery environment
- Recent experience working within a customer focused environment
- 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
- Communicate effectively, orally and in writing, with a diverse range of people
- An understanding of the Council's Equalities policy

#### **Experience of:**

- ICT and keyboard skills including use of Microsoft applications

#### **Desirable:**

- Sundry debt recovery experience
- Experience of Northgate Revenues and Benefits core system
- Experience of ASH debt recovery system
- Working in a constantly changing environment

#### **Part B**

The following will be explored further at the interview:

- Knowledge and experience of working within a debt recovery environment
- Approach to responding to demanding customers
- Approach to relationship management
- Approach to managing workload to meet deadlines
- Approach to managing change within a working environment
- Negotiation skills
- Communication and interpersonal skills
- Approach to embedding Equalities Policy in your day to day role