

Person Specification



Revenues 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 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:

- Council Tax, and/or Business Rates experience
- Experience of Northgate Revenues core system
- Experience of Enterprise Document Management System
- Working in a constantly changing environment
- IRRV Qualification

Part B

The following will be explored further at the interview:

- Approach to responding to customers' demands
- 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