

## Enforcement & Compliance Officer

### Part A

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

#### Essential

Able to:

1. Demonstrate a comprehensive understanding of the law and practices relating to billing, collection, recovery and enforcement of council tax and business rate
2. Demonstrate a comprehensive understanding of the legislation relating to the Taking of Goods Act 2013
3. Plan and prioritise diverse workloads to meet tight deadlines
4. Demonstrate highly developed negotiating skills that are persuasive and influential
5. Demonstrate a proven track record of developing and maintaining positive working relationships with colleagues and stakeholders, both internal and external
6. Communicate effectively, orally and in writing, with a diverse range of people
7. Demonstrate an understanding of the Council's Equalities policy
8. Demonstrate an understanding of Health & Safety standards required for this role
9. Possession of a valid 'Taking of Goods' Certificate;

Experience of:

- Recent experience of working as an Enforcement Agent or similar
- Maximising revenue collection including negotiating payment arrangements
- Contributing to and embedding cultural change in the workplace
- Contributing to continual business process improvement to deliver efficiency
- Working within a customer focused environment
- Analysing complex information and developing strategies to improve service delivery
- Good ICT and keyboard skills including use of Microsoft applications

#### Desirable

1. IRRV Qualification
2. Use of Northgate Revenues processing system
3. Membership of CIVEA

### Part B

The following will be explored further at the interview:

1. Comprehensive understanding of the law and practices relating council tax and/or business rates and the Taking of Goods Act 2013
2. Recent experience of working as an Enforcement Agent or similar

3. Negotiation and persuasive skills
4. Approach to relationship management
5. Approach to managing workload to meet deadlines
6. Approach to managing change within a working environment
7. Communication and interpersonal skills
8. Approach to embedding Equalities Policy in your day to day role
9. Approach to embedding Health and Safety in your day to day role