

PERSON SPECIFICATION



Job Title: Certified Enforcement Agent

	Essential	Desirable
Qualifications & Experience	Enforcement Agent Certificate 5 GCSE's or equivalent	Enforcement Service Association examination Local Government experience Debt collecting experience
Achieving Results	<p>Demonstrate a positive desire to achieve results</p> <p>Demonstrate knowledge of Microsoft Products together with excellent accurate keyboard skills</p> <p>Demonstrate knowledge of Debt recovery</p> <p>Ability to understand and work to relevant areas of legislation</p> <p>Demonstrate experience of office procedures</p> <p>Ability to organise and prioritise own work time and work load</p> <p>Demonstrate good numeracy skills</p> <p>Demonstrate good negotiation skills</p> <p>Ability to appraise goods and assess their quality</p>	
Delivering excellent Customer Service	<p>Demonstrate experience or understanding of customer care</p> <p>Demonstrate ability to deal with customer enquiries in an appropriate, diplomatic and professional manner</p> <p>Be able to remain calm during stressful/violent circumstances</p>	Customer Care training

<p>Health, Safety and Welfare</p>	<p>Able to demonstrate good general understanding of Health, Safety and Welfare policies and procedures</p> <p>Demonstrate ability to achieve a good work life balance for self and for team</p>	
<p>Striving for Continuous Improvement</p>	<p>Commitment to a learning culture</p> <p>Able to give examples of flexible and positive response to change</p>	
<p>Diversity and Equality</p>	<p>Ability to understand the concept of diversity and respect for others and be committed to these issues</p>	
<p>Team working and delivering in partnership</p>	<p>Able to give examples of the ability to work effectively as part of a team</p> <p>Ability to be flexible within a team</p> <p>Give examples of working using own initiative</p> <p>Demonstrate ability to work effectively under pressure</p>	
<p>Improving own Learning and Development</p>	<p>Willingness to learn and to improve</p>	
<p>Communicating effectively</p>	<p>Good level of interpersonal and communication skills</p> <p>Effectively communicates relevant information to others</p> <p>Able to respond to varying levels of understanding from customers</p> <p>Report writing skills</p>	
<p>Other special requirements</p>	<p>To work outside normal working hours to include evenings and weekends where it is deemed necessary to do so.</p> <p>Full UK Driving Licence</p>	