

## PERSON SPECIFICATION

**Job Title: Revenues Officer – Overpayments**

	Essential	Desirable
<b>Qualifications &amp; Experience</b>	<p>Good general education - 2 GCSE grades, A-C or relevant Revenues experience.</p> <p>Excellent customer service skills and the ability to deal with conflict.</p> <p>Demonstrate good numerical and writing skills</p>	IRRV Technician Grade
<b>Knowledge</b>	<p>Knowledge of computer packages, including the Microsoft Suite and have the sufficient knowledge and skill to be able to use computers effectively.</p>	<p>Working knowledge of Academy and Civica (Comino) IT systems.</p> <p>Demonstrate knowledge of Housing Benefits legislation</p>
<b>Skills</b>	<p>Works accurately whilst understanding the importance of meeting strict deadlines.</p> <p>Must be able to work to personal and team targets.</p>	
<b>Delivering excellent Customer Service</b>	<p>Demonstrate experience or understanding of customer care, both to internal and external customers</p> <p>Demonstrate ability to deal with customer enquiries in an appropriate, diplomatic and professional manner.</p> <p>Be able to remain calm and confident when dealing with a variety of people/challenging situations</p>	Customer Care training
<b>Health, Safety and Welfare</b>	<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>	
<b>Striving for Continuous Improvement</b>	<p>Commitment to a learning culture</p>	

	Able to give examples of flexible and positive response to change	
<b>Diversity and Equality</b>	Ability to understand the concept of diversity and respect for others and be committed to these issues	
<b>Communicating effectively</b>	<p>Good level of interpersonal and communication skills, including negotiation</p> <p>Effectively communicates relevant information to internal and external customers, in person by telephone and in writing/e-mails</p> <p>Able to respond to varying levels of understanding from customers</p>	
<b>Attitude</b>	<p>Must be able to self-motivate and embrace change.</p> <p>Be an effective team player and can work flexibly within a team</p> <p>Have a positive desire to achieve results</p> <p>Can work effectively under pressure and use own initiative</p> <p>Willing to learn and improve</p>	Has a positive attitude toward work and others
<b>Other special requirements</b>	This post can be based at any of the offices within the Anglia Revenues Partnership however, will be managed from Thetford.	