

**PERSON SPECIFICATION**

**Job Title: Council Tax Billing Officer**

**Service Area: Revenues and Benefits**

**Team: Billing and Benefits**

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|  | **Essential** | **Desirable** |
| **Qualifications & Experience** | Good general education – GCSE grades A-C or 1-5 in English and Maths or relevant qualifications/experience | Recent experience of working in a busy office environment or have relevant qualifications in this field  IRRV Technician Grade |
| **Knowledge** | Knowledge of computer packages, including Microsoft Suite and have sufficient knowledge and skill to be able to use computers effectively | Working knowledge of Academy and Civica or other revenues processing and/or document imaging systems  Demonstrate knowledge of Council Tax and or Local Council Tax Reduction regulations.  A good understanding of GDPR regulations |
| **Skills** | Ability to work accurately whilst understanding the importance of meeting strict deadlines  Must be able to work to personal and team targets  Ability to gather and analyse facts and information |  |
| **Delivering excellent Customer Service** | Demonstrate experience or understanding of customer care  Demonstrate ability to deal with customer enquiries in an appropriate, diplomatic and professional manner  Be able to remain calm during stressful circumstances. | Customer Care Training |
| **Health, Safety and Welfare** | Able to demonstrate good general understanding of Health, Safety and Welfare policies and procedures.  Demonstrate ability to achieve a good work live balance for self and team |  |
| **Striving for Continuous Improvement** | Willing to learn and improve with a commitment to a learning culture  Able to give examples of flexible and positive response to change |  |
| **Diversity and Equality** | Ability to understand the concept diversity and respect for others and be committed to these issues |  |
| **Communicating effectively** | Good level of interpersonal and communication skills  Effectively communicates relevant information to others using the most appropriate method  Able to respond to varying levels of understanding from customers |  |
| **Attitude** | Must be able to self-motivate and encourage constructive relationships  Be an effective team player and work flexibly within a team  Have a positive desire to achieve results  Can work effectively under pressure and use own initiative |  |