# **PERSON SPECIFICATION: Revenues Officer POST REFERENCE: 101166**

**HARTLEPOOL BOROUGH COUNCIL IS COMMITTED TO SAFEGUARDING AND PROMOTING THE WELFARE OF CHILDREN, YOUNG PEOPLE AND VULNERABLE ADULTS. IF THIS POST IS SUBJECT TO SAFER RECRUITMENT MEASURES THEN A DISCLOSURE AND BARRING SERVICE (DBS) CHECK WILL BE REQUIRED.**

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| REQUIREMENTS | ESSENTIAL CRITERIAPlease indicate in brackets after each criteria how this will be verified i.e. (F), (I), (T), (R)  | DESIRABLE CRITERIAPlease indicate in brackets after each criteria how this will be verified i.e. (F), (I), (T), (R) |
| * **Educational/vocational/ occupational qualifications and/or training**
* **Specific qualifications (or equivalents)**
 | NVQ Level 3 qualification in Business Administration or equivalent or evidence of this standard (F) | IRRV Tech or equivalent (F) |
| * **Work or other relevant experience**
 | Experience of working in a Council Tax / Business Rates environment. (F) (I)Experience of dealing with enquiries from the public both face to face and on the telephone, in a revenues environment (F) (I)Experience of working to deadlines and targets (F) (I)Good keyboard skills and a working knowledge of Word & Excel software packages.(F)(I) |  |
| **ESSENTIAL/DESIRABLE CRITERIA WILL BE VERIFIED BY: F = FORM I = INTERVIEW T = TEST(S) R = REFERENCE(S)** |

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| * **Skills, abilities, knowledge and competencies**
 | Excellent communication skills (I)Ability to work effectively under pressure whilst ensuring a high degree of accuracy and maintaining excellent standards of customer care. (I)Ability to plan and organise own workload (I) | tieodeoExperience of dealing with the general public in confrontational situations.(F)(I) |
| * + **General competencies**
 | Demonstrates tact and sensitivity when dealing with customers. (I)Maintains a professional approach in all circumstances. (I & R) |  |
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Please note all appointments within Hartlepool Borough Council are subject to a declaration of medical fitness by the Council’s Occupational Health Service (having made reasonable adjustments in line with the Equality Act (2010) where necessary.