# **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.**

|  |  |  |
| --- | --- | --- |
| REQUIREMENTS | ESSENTIAL CRITERIA Please indicate in brackets after each criteria how this will be verified i.e. (F), (I), (T), (R) | DESIRABLE CRITERIA Please 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)** | | |

**2**

|  |  |  |  |
| --- | --- | --- | --- |
| REQUIREMENTS | ESSENTIAL CRITERIA Please indicate in brackets after each criteria how this will be verified i.e. (F), (I), (T), (R) | DESIRABLE CRITERIA Please indicate in brackets after each criteria how this will be verified i.e. (F), (I), (T), (R) | |
| * **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) | tieodeo  Experience 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) |  | |
| **ESSENTIAL / DESIRABLE CRITERIA WILL BE VERIFIED BY: F = FORM I = INTERVIEW T = TEST(S) R = REFERENCE(S)** | | |

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.