

PERSON SPECIFICATION



**South
Cambridgeshire
District Council**

Post: title: Benefit Customer Resource Officer (Revenues and Benefits)

Person Specification last review date: 15/09/2017

| Criteria | Attributes | Essential (E) Or Desirable (D) | Method Of Measurement A - Application Form, I - Interview T - Test |
|------------------------------|--|--------------------------------------|---|
| Education/ Qualifications | A good level of general education, including GCSEs, or equivalent, in English and Maths (at grade C or above). | E | A |
| Experience/ Knowledge | Experience of using Microsoft Office, particularly Excel and Word | E | A,I |
| | Experience of working in a high-pressured office environment regularly meeting targets. | E | A,I |
| | Knowledge of Housing Benefit and Council Tax Support | E | A, I |
| | Knowledge of Welfare Benefits | E | A,I |
| | Awareness of Fraud Issues | E | A, I |
| Skills And Abilities | Good Communication Skills- verbal and written | E | A,I,T |
| | Demonstrate potential to organise, prioritise and manage own workload. | E | A,I,T |
| | Demonstrate potential to work accurately with minimum supervision and to tight deadlines. | E | A, I, |
| | Ability to quickly learn to use the council's document management system. | E | A, I |
| | Good attention to detail. | E | A, I, T |
| | Ability to interact and work well with other members of staff and as part of a team. | E | A, I |
| | Ability to work to tight deadlines under pressure | E | A, I |

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|---|--|---|---|
| Personal Qualities/ Aptitude | Ability to use initiative | E | I |
| | Self Motivated | E | I |
| | A positive flexible and proactive approach to work | E | I |
| | A helpful and constructive attitude | E | I |
| | A patient and courteous manner when dealing with customers | E | I |
| | Reliability | E | I |
| | Willingness and ability to work flexible hours in response to business needs | E | I |
| | Ability to maintain confidentiality when dealing with sensitive personal information | E | I |
| Miscellaneous /Other Working Requirements | | | |