

# Person Specification



South  
Cambridgeshire  
District Council

Post: Housing Benefit and Revenues Support Officer  
Prepared on: 14<sup>TH</sup> April 2011

## Values:

Our values framework (attached) sets out the behaviours that are important and that we expect everyone to demonstrate at work, regardless of grade and position.

The framework will set out our expectations about:

- how we do things
- how we treat others
- what we say and how we say it
- how we expect to be treated

We value:

- Connecting people, places, partnerships and working together
- Integrity and honesty to ensure that we are open and accountable
- Dynamic approach to the delivery of services with drive and energy
- Innovative people who like doing things differently and better

Criteria	Attributes	Essential (E) Or Desirable (D)	Method Of Measurement A - Application Form, I - Interview T - Test
Education/ Qualifications	Good Standard of General Education including Maths and English.	E	A
Experience/ Knowledge	Knowledge of Housing benefit and/ or Council Tax.	D	A and I
	Awareness of Fraud Issues	D	I
	Knowledge of welfare benefits	D	A and I
	Computer Skills- Experience of using software such as Microsoft Office	E	A and I
	Experience of working in Local Government benefits administration or revenues collection or similar environment	D	A and I

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Skills And Abilities	Good written and oral skills.	E	A and I
	Caring professional manner	E	I
Personal Qualities/ Aptitude	Self motivated	E	A and I
	Customer focussed- including the ability to be tactful and helpful in dealing with customers	E	I
	Team Player	E	A and I
	Ability to work well under pressure	E	A and I
	Flexible approach to Workload	E	A and I
Miscellaneous /Other Working Requirements	A commitment to equal opportunities	E	I
	Understanding the need to maintain confidentiality with regard to customer records	E	I