

Person Specification



South
Cambridgeshire
District Council

Post: Senior Business Rates Assistant

Values:

Our values framework 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

Personal Qualities/Aptitudes/ Behaviours

All essential and measured in the application form and at interview:

- Ability to work effectively as part of a team
- Customer service skills including the ability to be tactful and helpful in dealing with customers
- Ability to work well under pressure
- A flexible approach to work and a willingness to contribute to the team effort

Education/Qualifications

Both desirable and measured in the application form:

- GCSE or equivalent including Maths and English.
- An IRRV qualification

Experience/Knowledge

All essential and measured in the application form and at interview:

- Experience of using software such as Microsoft Office or similar products
- Experience working in a local authority Business Rates Section, or experience working in a local authority revenues collection service.

Both desirable and measured in the application form and at interview:

- In depth knowledge of Business Rates legislation.

Skills and Abilities

All essential and measured in the application form and at interview:

- Good written and verbal communications skills
- Numeracy skills
- Keyboard skills

Miscellaneous /Other Working Requirements

Essential and measured in the application form and at interview:

- A commitment to equal opportunities.
- Understanding of the need to maintain confidentiality with regard to customer records.