

Person Specification



South
Cambridgeshire
District Council

Post

Revenues 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

Specification

Please indicate which attributes are Essential/ Desirable and measured in the Interview/ Application/ Test.

Personal Qualities/ Aptitudes/ Behaviours

- Ability to work effectively as part of a team Essential/interview/application
- Customer service skills including the ability to be tactful and helpful in dealing with customers Essential/interview/application
- Ability to work well under pressure Essential/interview/application
- A flexible approach to work and a willingness to contribute to the team effort Essential/interview/application
- Ability to maintain a high level of professionalism and integrity at all times. Essential/interview/application

Education/ Qualifications

- GCSE's or equivalent including Maths and English. Essential/interview/application

- Experience working in a local authority revenues collection service or similar environment. Desirable/interview/application
- An IRRV qualification Desirable/interview/application

Experience/ Knowledge

- Experience in using ICT systems, including excel, word and outlook
Desirable/interview/application
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- Previous experience in a Revenue Collection environment.
Desirable/interview/application
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- Detailed Knowledge of Council Tax or Business Rates legislation
Desirable/interview/application

Skills and Abilities

- Excellent interpersonal and communications skills. Essential/interview/application
- Ability to work accurately under pressure and to tight deadlines.
Essential/interview/application
- Organised and methodical Essential/interview/application
- High level of numeracy skills Essential/interview/application

Miscellaneous/ Other Working Requirements

- Flexible approach to workload and ability to prioritise effectively.
Essential/interview/application
- High standard of integrity confidentiality and discretion.
Essential/interview/application