# **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.**

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| 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)** | 5 GCSE (or equiv) Maths and English, Grade C or above (F) | IRRV Tech or equivalent (F) |
| * **Work or other relevant experience** | 2 years experience of dealing with enquiries from the public both face to face and on the telephone (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) | 2 years experience of working in a Council Tax / Business Rates environment. (F) (I) |
| **ESSENTIAL/DESIRABLE CRITERIA WILL BE VERIFIED BY: F = FORM I = INTERVIEW T = TEST(S) R = REFERENCE(S)** | | |

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| * **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) |  | |
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**On-going Training Requirements**

The post holder will be required to undertake the following mandatory/essential training at the frequency indicated.

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| **Mandatory/Essential Training** | **Frequency** |
| Information Governance and Cyber Security training  Keep up to date with IRRV/CIPFA releases and legislative changes. | Annual  Ongoing |

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.