

Person Specification

JOB TITLE: Contract Officer (Revenue and Benefits)

POST NO: 009587

GRADE: 8

DEPARTMENT: Resources

HOURS Between 22.5 - 30 (approx. 3-4 days a week)

DIVISION: Financial Services

DIRECTOR: Cecilie Booth

DATE: March 2022

COMPLETED BY: Chris Yates

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
KNOWLEDGE	<ul style="list-style-type: none"> Detailed knowledge of the legislation and guidance in respect of Housing and Council Tax Benefits (A & I); To have an understanding of other welfare benefits (A & I); Understanding of the principles of General Data Protection Regulation (GDPR) and Freedom of Information Acts (A & I); and Working knowledge of Microsoft Office or equivalent (A & I) . 	<ul style="list-style-type: none"> Detailed knowledge of Council Tax legislation and administration (A & I); and To have a working knowledge of document management systems (A & I);
SKILLS & ABILITIES	<ul style="list-style-type: none"> Ability to interpret complex legislation and guidance (A & I); Excellent interpersonal skills and the ability to work with people at all levels (A & I); Good oral and written communication skills to communicate effectively with a wide and diverse range of stakeholders (A & I); Analytical, mathematical and problem solving skills (A / I / W); Accurate with attention to detail, particularly when working to tight deadlines (A & I); High level of literacy and numeracy (A & I); Ability to work on own initiative and plan and prioritise own workload (A & I); Ability to work under pressure, unsupervised within tight deadlines (A & I) Ability to exercise own judgement when making decisions (A & I); and 	<ul style="list-style-type: none"> Ability to build relationships with partner organisations (A & I); The ability to support the Partner by providing assistance and guidance as required (A & I); The ability to challenge existing working practices and procedures (A & I); The desire to learn new skills and the resilience to work in a demanding environment (A & I).

EXPERIENCE	<ul style="list-style-type: none"> • 3 years recent experience in Housing and Council Tax Benefit (A/ I/ W); • Experience of working as an effective and positive contributor to a team (A & I); • Experience of organising own work on a daily basis in order to meet targets (A & I); • Experience of clearly explaining complicated legislative issues in and easy to understand form both verbally and in writing (A & I); 	<ul style="list-style-type: none"> • Experience of Accuracy Checking if housing benefit assessments. • Experience in Discretionary Housing payment decision making. • Experience of working with partner organisations (A & I); and • Experience of using specialist software systems used in Housing and Council Tax Benefit environment e.g. Academy, Information @work etc (A & I).
QUALIFICATIONS	<ul style="list-style-type: none"> • Educated to A level (or equivalent) with a minimum of 2 passes at grade C or above (A) 	<ul style="list-style-type: none"> • IRRV technician or equivalent (A)
PERSONAL CIRCUMSTANCES	<ul style="list-style-type: none"> • Willingness to work outside of normal working hours to meet the needs of the service (A) 	
EQUALITY	<ul style="list-style-type: none"> • Candidates must demonstrate understanding of, acceptance and commitment to the principals underlying equal opportunities. (A & I) 	
CUSTOMER CARE	<ul style="list-style-type: none"> • Knowledge and understanding of effective customer care (A & I) 	

[At the end of each criteria the following codes are used to indicate how the criteria will be assessed: (A) Application / (I) Interview, (P) Presentation, (W) Written Test.]