

## Person Specification

<b>JOB TITLE:</b>	Contract Officer (Revenue and Benefits)	<b>POST NO:</b>	009587
<b>GRADE:</b>	8	<b>DEPARTMENT:</b>	Corporate Services
<b>HOURS</b>	Up to 24 (up to approx. 3 days/ week)		
<b>DIVISION:</b>	Finance	<b>DIRECTOR:</b>	Cecilie Booth
<b>DATE:</b>	May 2023	<b>COMPLETED BY:</b>	Chris Yates

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

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

*[ 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.]*