

PERSON SPECIFICATION

Job Title: Council Tax Compliance Officer – Fraud Team



	Essential	Desirable
Qualifications & Experience	<p>Must have a minimum of 3yrs experience of working in a busy office environment or local Government office environment.</p> <p>Good general education - 2 GCSE grades, A-C and/or relevant Revenues experience</p> <p>Demonstrate good numerical and writing skills</p> <p>Proven experience in an administration capacity, ability to record and update data.</p>	<p>Worked within Council Tax Team</p> <p>IRRV Technician</p>
Knowledge	<p>Knowledge of computer packages, including the Microsoft Suite (Excel) and Working knowledge of Academy and Civica (Comino)</p> <p>Demonstrate knowledge of Council Tax Regulations</p>	<p>Demonstrate experience of using INTEC IDIS Data matching and credit report system</p>
Skills	<p>Works accurately whilst understanding the importance of meeting strict deadlines.</p> <p>Must be able to work to personal and team targets.</p> <p>Able to prioritize workload</p> <p>Ability to gather and analyze facts and information</p>	<p>Knowledge of Council Tax Support and general welfare benefits</p>
Delivering excellent Customer Service	<p>Demonstrate experience or understanding of customer care.</p>	<p>Customer Care training</p>

	<p>Demonstrate ability to deal with customer enquiries in an appropriate, diplomatic and professional manner.</p> <p>Excellent customer service skills and the ability to deal with conflict by remaining calm during stressful circumstances.</p>	
Health, Safety and Welfare	<p>Able to demonstrate good general understanding of Health, Safety and Welfare policies and procedures</p> <p>Demonstrate ability to achieve a good work life balance for self and for team</p>	
Striving for Continuous Improvement	<p>Commitment to a learning culture</p> <p>Able to give examples of flexible and positive response to change</p>	
Diversity and Equality	<p>Ability to understand the concept of diversity and respect for others and be committed to these issues</p>	
Communicating effectively	<p>Good level of interpersonal and communication skills</p> <p>Effectively communicates relevant information to others</p> <p>Able to respond to varying levels of understanding from customers</p>	
Attitude	<p>Must be able to self-motivate and embrace change.</p> <p>Be an effective team player and can work flexibly within a team</p> <p>Have a positive desire to achieve results</p> <p>Can work effectively under pressure and use own initiative</p> <p>Willing to learn and improve and undertake further training to expand on existing knowledge</p>	<p>Has a positive attitude toward work and others</p>

<p>Other special requirements</p>	<ul style="list-style-type: none"> You will be based at ARP Thetford however you may be required to travel to other locations within the partnership 	
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