



ADUR & WORTHING
COUNCILS

PERSON SPECIFICATION

AUTHORITY:	WBC/ADC
DIRECTORATE/DIVISION:	Customer Services
SECTION:	Revenues & Recovery Team
POST TITLE:	Revenues & Recovery Officer
POST NUMBER:	TBC
WORK-STYLE:	Flexible
PRINCIPLE WORK LOCATION:	Portland House, Worthing
ACCOUNTABLE TO:	Revenues & Recovery Team Leader
MANAGEMENT RESPONSIBILITY FOR:	None
AUTHORITY TO LIASE WITH:	Customers, colleagues, Landlords, Estate Agents, other Local Authorities and other stakeholders

Area	Requirements	
Qualifications	Essential	Desirable
	4 GCSE's or equivalent, including Maths and English (grades A-C).	
Professional Registration (where applicable)		
Knowledge & Experience		
(e.g. Technical, Administrative, Managerial – use one or more categories as/where appropriate)	Experience of working, and dealing with customers and colleagues, in a comparable office environment. High personal standards of accuracy, efficiency, honesty and reliability.	Experience of working in a Revenues, Debt Recovery or Customer Service environment
Skills		
Communication/ Relationship	The ability to communicate with customers and colleagues in a fair, friendly, efficient and effective manner, both verbally and in writing. The ability to maintain friendly and effective relationships within the team, throughout the Council and with other external agencies.	

Planning/ organisational	<p>The ability to plan and prioritise work, meet deadlines and adapt to varying demands and pressures.</p> <p>Well motivated, able to act on own initiative but committed to a supporting role within a team.</p>	
IT	<p>Demonstrably good skills in the use of Windows based software applications such as Word and Excel.</p> <p>The ability to input and recover customer details from a variety of software systems quickly and accurately.</p>	<p>Good IT skills relevant to the use of Revenues, Benefits, EDRMS and associated software systems.</p> <p>Knoweldge of Google suite; Google mail, Google Sheets, Google Drive etc</p>
Working conditions	You must be able to work full-time (37 hours per week) over 5 days, Monday to Friday.	

Person Specification agreed by:

Post holder (Print name):	
Signature:	
Date:	
Line Manager (Print name):	
Signature:	
Date:	
Director for Customer Service:	
Signature:	
Date:	