

PERSON SPECIFICATION

F162 – Income Collection Officer

Specification Type	Additional/changed requirements	E/D	Measure
Qualifications & Training	Minimum of 5 GCSEs grade A-C (or equivalent)	E	1,4
Qualifications & Training	Relevant Housing Qualification or qualification by experience	E	1,4
Knowledge & Experience	Understanding of welfare benefits	E	1,3
Knowledge & Experience	Understanding of housing legislation within the income collection environment	E	1,3
Knowledge & Experience	Previous experience of working in social housing or a local authority housing team	D	1,3
Knowledge & Experience	Experience of attending court and presenting possession cases	E	1,3
Knowledge & Experience	Experience of working in a customer facing role	E	1,3
Knowledge & Experience	Experience of managing Universal Credit cases	D	1,3
Skills & Abilities	Excellent communicator both verbally and in writing	E	1,3
Skills & Abilities	Able to manage own workload and prioritise accordingly	E	1,3
Skills & Abilities	High level of customer care	E	1,3
Skills & Abilities	Ability to keep accurate records	E	1,3
Skills & Abilities	Ability to handle confidential matters	E	1,3
Skills & Abilities	Ability to work independently and as part of a team	E	1,3
Skills & Abilities	Competent in the use of Microsoft Office products including Word, Excel and Outlook	E	1,2
Other Requirements	Some evening/ weekend work may be required	E	1
Other Requirements	Commitment to the authority's equality and diversity policy	E	1,3

Car Allowance:

This post carries a designated car user status.

Employees choosing to use their own vehicle for work purposes must be in possession of a full driving licence.

Disabled employees who are unable to drive because of their disability, but who occupy posts with a designated car user status, are allowed to use taxis to carry out their duties where no other forms of transport are appropriate.

E/D:

Essential (E)

Desirable (D)

Measure:

1. Application form
2. Test after shortlisting
3. At interview
4. Documentary evidence
5. Other [please specify]