

PERSON SPECIFICATION

INCOME COLLECTION ASSISTANT – F135-F164

Specification Type	Additional/changed requirements	E/D	Measure
Qualifications & Training	Minimum of 5 GCSEs at grades A-C (or equivalent)	E	1,4
Qualifications & Training	Administrative training or relevant experience	E	1,4
Knowledge & Experience	Experience of working in a customer focused role	E	1,3
Knowledge & Experience	Experience of carrying out administrative tasks	E	1,3
Knowledge & Experience	Experience of working in a team	E	1,3
Knowledge & Experience	Knowledge of welfare benefits	D	1,3
Knowledge & Experience	Experience of working within a housing or local authority environment	D	1,3
Skills & Abilities	Good written and verbal communication skills	E	1,3
Skills & Abilities	Able to establish relationships with a variety of people	E	1,3
Skills & Abilities	Able to competently use Microsoft products such as Outlook, Word and Excel	E	1,3
Skills & Abilities	Able to prioritise workload to meet competing deadlines	E	1,3
Skills & Abilities	Able to maintain accurate records	E	1,3
Skills & Abilities	Able to maintain confidentiality	E	1,3
Other Requirements	Some evening/ weekend work may be required	E	1
Other Requirements	A commitment to the authority's equality and diversity policy	E	1,3

Car Allowance:

This post carries a designated car user status.

E/D:

Essential (E)
Desirable (D)

Measure:

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