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# EMPLOYEE

## SPECIFICATION

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| **Directorate: Community and Wellbeing** | **Section:** **Revenues & Benefits (Shared Services)** **Business Rates** |
| **Post No: CORV03007** | **Designation:****REVENUES OFFICER (NNDR)** | **Grade: 5****SCP 8 – 11** |

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| **Qualification:** |
| **E** **E**  | Good standard of general education4 GCSE O’ Level passes (or equivalent) including Maths and English |
| **Knowledge/Skills/Abilities:** |
| **E****E****E****E** **E****E****D****D** | Numerical skillsPC and Keyboard skillsExcellent customer care skillsAbility to communicate with management, staff and customers, both written and orally, often in confrontational circumstances due to the nature of debt collectionAbility to work under pressureAbility to work on own initiativeKnowledge of Business Rates legislationKnowledge of Business Rates Software systems   |
| **Experience:** |
| **D****D****D** **D** | Experience of dealing with customers and stakeholders in a Revenues environment Experience of making payment arrangements and debt recoveryExperience of using a variety of software applicationsExperience of using a document imaging system.  |
| **Special Requirement:** |
| **E****E****E** | To contribute to team’s objectives and support service improvements Must be smart and presentable in appearance at all timesIn order to provide the required level of service for the public during office hours, variations to the general flexi-time system may be applied as the situation dictates  |
| NB E Essential D Desirable  |
| Date Produced: April 2022 |