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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 education  4 GCSE O’ Level passes (or equivalent) including Maths and English |
| **Knowledge/Skills/Abilities:** | |
| **E**  **E**  **E**  **E**  **E**  **E**  **D**  **D** | Numerical skills  PC and Keyboard skills  Excellent customer care skills  Ability to communicate with management, staff and customers, both written and orally, often in confrontational circumstances due to the nature of debt collection  Ability to work under pressure  Ability to work on own initiative  Knowledge of Business Rates legislation  Knowledge 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 recovery  Experience of using a variety of software applications  Experience 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 times  In 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 | |