



Person Specification			
Post title	Revenues & Benefits Assistant	Grade	Grade E / £26,403 - £28,142

* * * This post is exempt from the provisions of the Rehabilitation of Offenders Act – applicants must disclose all criminal convictions including those which are ‘spent’, in addition to any cautions and bindover orders received in the last 12 months * * *

To be successful in this role you will need to demonstrate how you meet the criteria below at application & interview stage.

Shortlisting Number	Criteria	Method of assessment
Skills, knowledge, experience		
S1	Experience of processing information using data input systems preferably those relating to the assessment of Council Tax, Housing Benefits and Council Tax Reduction or similar.	CV/SS, I
S2	Ability to communicate effectively at all levels face to face, verbally and in writing.	CV/SS, I
S3	An appreciation of the principles of customer care within a Revenues and Benefits environment.	CV/SS, I
S4	Ability to demonstrate an understanding of Council Tax, Housing Benefit, Council Tax Support, Charging for Adult Social Care principals and/ or national welfare benefits and support and their application in the workplace.	CV/SS, I
S5	Understanding of the principles of Data Protection, data security and the need for confidentiality.	CV/SS, I
Personal attributes and circumstances		
P1	You must adhere to the “Knowsley Better Together” staff qualities; Integrity, Accountability, Communication and Respect	I
Communication		
C1	Ability to communicate effectively at all levels face to face, verbally and in writing.	CV/SS, I
C2	An appreciation of the principles of customer care.	CV/SS, I
Qualifications		
Q1	A good standard of education and the ability to demonstrate excellent communication skills and accuracy in English and Maths.	CV/SS, C

June 2025





Knowsley Council

CV/SS = Curriculum Vitae/Supporting Statement **A** = Application Form **C** = Certificate **E** = Exercise **I** = Interview
P = Presentation **AC** = Assessment Centre **T** = Test

Where the post involves working with children, in addition to a candidate's ability to perform the duties of the post, the interview will also explore issues relating to safeguarding and promoting the welfare of children, including:

- Motivation to work with children and young people.
- Ability to form and maintain appropriate relationships and personal boundaries with children and young people.
- Emotional resilience in working with challenging behaviours.
- Attitudes to use of authority and maintaining discipline

We have a positive attitude to the employment of disabled people and guarantee an interview to those who meet **all** the necessary criteria of the person specification.

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