



Person Specification			
Post title	Senior Revenues & Benefits Officers	Grade	Grade H / £34,434 - £36,363

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 working in a local authority revenues service, with detailed knowledge and understanding of debt recovery procedures. Working knowledge of systems relevant to the Revenues function; Oracle Financials, Liquid Logic, ContrOCC, NEC Solutions, NEC Enterprise or similar.	CV/SS, I
S2	Ability to demonstrate in depth working knowledge of Sundry Debtors, policies and legislation relevant to the role.	CV/SS, I
S3	Ability to negotiate repayment plans with commercial entities and individuals, balancing empathy with income maximization.	CV/SS, I
S4	An ability and willingness to work flexibly across all Council services to meet changing demands and support service improvement and efficiencies.	CV/SS, I
S5	Ability to self-motivate, plan, and prioritise work to ensure that targets and deadlines are achieved by team members in an operationally demanding service working to strict deadlines.	CV/SS, I
S6	Experience of Performance Monitoring & Reporting.	CV/SS, I
Personal attributes and circumstances		
P1	You must adhere to the “Knowsley Better Together” staff qualities; Integrity, Accountability, Communication and Respect	I
P2	Understanding of the principles of Data Protection and Data Security including the impact of data	CV/SS, I

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	breaches on both the individual and the authority.	
P3	Demonstrates a strong commitment to delivering excellent customer service and driving continuous improvement across the team.	CV/SS, I
P4	Commitment to flexibility, willingness to work beyond normal 9-5 if necessary.	CV/SS, 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 within a Revenues and Benefits environment.	CV/SS, I
Qualifications		
Q1	Minimum 5 GCSEs (Grades A-C/9-4) including English and Mathematics. AAT or IRRV (Technician) with a focus on Revenues or able to demonstrate an excellent level of technical knowledge gained in a Revenues & Benefits environment.	CV/SS, C

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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