



Person Specification			
Post title	Revenues and Benefits Officer	Grade	G / SCP 19 – 22 / £31,062 - £33,699

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 relevant to the Exchequer Service; preferably NEC Solutions, NEC Enterprise – Doc Management, Microsoft Office or similar.	CV/SS, I
S2	Ability to demonstrate an up-to-date working knowledge of Benefit Regulations and their application in the workplace, including significant recent experience of processing Housing Benefit and/or Council Tax Support claims, including accurately assessing entitlement within performance targets, verifying evidence in line with legislation and local procedures, and calculating awards, changes in circumstances and overpayments.	CV/SS, I
S3	Experience of working in a high-volume Revenues & Benefits environment, managing competing priorities and delivering effective customer service across multiple channels while maintaining accurate records.	CV/SS, I
S4	Strong analytical and problem-solving skills, with the ability to interpret complex information, resolve queries or disputes, and maintain high levels of accuracy while meeting deadlines and performance targets.	CV/SS, I
S5	An ability and willingness to work flexibly across the Exchequer Service in order to meet changing demands and support service improvement and efficiencies.	CV/SS, I

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S6	Understanding of the principles of Data Protection and Data Security including the impact of data breaches on both the individual and the authority.	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	A demonstrable willingness to share information and work with other people	CV/SS, I
P3	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	I
C2	An appreciation of the principles of customer care within a Revenues and Benefits environment	CV/SS, I
Qualifications		
Q1	None required, however, the postholder must be able to demonstrate a good level of literacy and numeracy skills and will be encouraged to work towards a suitable qualification e.g. NVQ Level 3 Management, IRRV, IRRV Tech etc.	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

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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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