



Person Specification			
Post title	Revenues Officer	Grade	G / £33,119 - £34,811 per annum

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	Ability to accurately calculate charges, analyse financial data, maintain detailed records and support the effective collection and recovery of Adult Social Care debt.	CV/SS, I
S2	Experience of processing information using data input systems relevant to the Exchequer Service, in particular experience of Housing Benefit entitlement, Financial Assessment calculations, Sundry Debtors invoicing for Adult Social care services and working knowledge of; Oracle Fusion Receivables, Liquid Logic, ContrOCC, NEC Solutions, NEC Enterprise – Doc Management, Microsoft Office, in particular Word, Excel and Outlook.	CV/SS, I
S3	Knowledge and understanding of Adult Social Care services, charging policies and financial assessment processes, including Knowledge of relevant legislation relating to Adult Social Care debt recovery, inclusive of the Care Act 2014.	CV/SS, I
S4	Experience of recovering Adult Social Care debt within a local authority environment and understanding of local government finance and income collection procedures. Working collaboratively with Adult Social Care teams, Financial Assessment teams and Legal services.	CV/SS, I
S5	Excellent communication skills and experience of dealing with customers by telephone, email, and written correspondence in line with council policies. As well as having the Ability to explain complex financial information clearly and sensitively.	CV/SS, I

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S6	Experience in negotiating appropriate payment arrangements to maximise income for the Authority, while demonstrating empathy and understanding of vulnerable customers' individual circumstances including dealing with deceased debtor accounts and their estates.	CV/SS, I
S7	Ability to analyse account information and identify appropriate recovery actions for individual cases whilst also having the ability to work independently and use initiative whilst recognising when escalation is required.	CV/SS, I
S8	The ability to self-motivate, prioritise workload and manage competing demands to ensure that targets are met.	CV/SS, I
Personal attributes and circumstances		
P1	You must adhere to the "Knowsley Better Together" staff qualities; Integrity, Accountability, Communication and Respect	CV/SS, I
P2	Knowledge and understanding the principles of Data Protection requirements and maintaining confidentiality when handling sensitive information. As well as Data Security, including the impact of data breaches on both the individual and the authority.	CV/SS, I
P3	Professional, courteous and customer-focused approach and show resilience and confidence when dealing with difficult conversations.	CV/SS, I
P4	Commitment to flexibility and adaptable approach to changing service requirements, and willingness to work beyond normal 9-5 if necessary.	CV/SS, I
Communication		
C1	The ability to speak fluent English	I
C2	Ability to communicate effectively at all levels face to face, verbally and in writing	CV/SS, I
C3	An appreciation of the principles of customer care within a Revenues and Benefits environment.	CV/SS, I
Qualifications		
Q1	Minimum 4 GCSEs (Grades A-C/9-4) including English and Mathematics. Will be encouraged to work towards a suitable qualification e.g. NVQ Level 3 Management, IRRV, IRRV Tech etc.	CV/SS, C

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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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