Knowsley Council

Person Specification			
Post title	Assistant Revenues and Benefits Officer	**Grade**	Grade E / £27,274 to £29,071

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 Charging for Adult Social Care, Council Tax, Housing Benefit and Council Tax Reduction or similar.	CV/SS, I
S2	Experience of providing administrative support and maintaining accurate records and documentation.	CV/SS, I
S3	Effective written and verbal communication skills, including responding to customer enquiries in a professional manner.	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
S6	Well organised, with strong attention to detail and the ability to process information accurately while meeting deadlines and following established procedures.	CV/SS, I
S7	An appreciation of the principles of customer care within a Revenues and Benefits environment.	CV/SS, I
Personal attributes and circumstances		
P1	You must adhere to and demonstrate your understanding of the “Knowsley Behaviours” Proactive, Accountable, Collaborative and Empowering.	I

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Communication		
C1	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.	CV/SS, I
Qualifications		
Q1	Minimum 4 GCSEs (Grades A-C/9-4) including English and Mathematics.	CV/SS, C

CV/SS = Curriculum Vitae/Supporting Statement **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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