

PERSON SPECIFICATION

Job Title: Compliance Officer – Enforcement



| | Essential | Desirable |
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| Qualifications & Experience | <p>Good general education - 2 GCSE grades, A-C or relevant Revenues experience.</p> | <p>Demonstrate knowledge of Enforcement Agent regulations</p> <p>Demonstrate experience of dealing with debt recovery involving vulnerable people.</p> <p>Have experience of working in a busy office environment'</p> |
| Knowledge | <p>Knowledge of computer packages, including the Microsoft Suite and have the sufficient knowledge and skill to be able to use computers effectively.</p> <p>Demonstrate knowledge of Debt Recovery</p> | <p>Working knowledge of Academy and Civica (Comino) IT systems.</p> |
| Skills | <p>Works accurately whilst understanding the importance of meeting strict deadlines.</p> <p>Must be able to work to personal and team targets.</p> <p>Organisational and good time management skills</p> <p>Demonstrate good numerical and writing skills</p> | <p>Knowledge of Council Tax support and general welfare benefits</p> |
| Delivering excellent Customer Service | <p>Demonstrate experience or understanding of customer care.</p> <p>Demonstrate ability to deal with customer enquiries in an appropriate, diplomatic and professional manner.</p> <p>Be able to remain calm during stressful/violent circumstances.</p> | <p>Customer Care training</p> |

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| <p>Health, Safety and Welfare</p> | <p>Able to demonstrate good general understanding of Health, Safety and Welfare policies and procedures</p> <p>Demonstrate ability to achieve a good work life balance for self and for team</p> | |
| <p>Striving for Continuous Improvement</p> | <p>Commitment to a learning culture</p> <p>Able to give examples of flexible and positive response to change</p> | |
| <p>Diversity and Equality</p> | <p>Ability to understand the concept of diversity and respect for others and be committed to these issues</p> | <p>Experience with working with vulnerable people</p> |
| <p>Communicating effectively</p> | <p>Good level of interpersonal and communication skills</p> <p>Effectively communicates relevant information to others</p> <p>Able to respond to varying levels of understanding from customers</p> | |
| <p>Attitude</p> | <p>Must be able to self-motivate and embrace change.</p> <p>Be an effective team player and can work flexibly within a team</p> <p>Have a positive desire to achieve results</p> <p>Can work effectively under pressure and use own initiative</p> <p>Willing to learn and improve</p> | <p>Has a positive attitude toward work and others</p> |
| <p>Other special requirements</p> | <p>You may be required to drive</p> | |