

PERSON SPECIFICATION

Certificated Enforcement Agent



	Essential	Desirable
Qualifications & Experience	<p>Enforcement Agent Certificate</p> <p>5 GCSE's or equivalent</p>	<p>Enforcement Service Association examination</p> <p>Local Government experience</p> <p>Debt collecting experience</p>
Achieving Results	<p>Demonstrate a positive desire to achieve results</p> <p>Demonstrate knowledge of Microsoft Products together with excellent accurate keyboard skills</p> <p>Demonstrate knowledge of Debt recovery</p> <p>Ability to understand and work to relevant areas of legislation</p> <p>Demonstrate experience of office procedures</p> <p>Ability to organise and prioritise own work time and work load</p> <p>Demonstrate good numeracy skills</p> <p>Demonstrate good negotiation skills</p> <p>Ability to appraise goods and assess their quality</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>

	Be fully GDPR compliant when dealing with customers and data	
Health, Safety and Welfare	<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>	
Striving for Continuous Improvement	<p>Commitment to a learning culture</p> <p>Able to give examples of flexible and positive response to change</p>	
Diversity and Equality	Ability to understand the concept of diversity and respect for others and be committed to these issues	Experience with working with vulnerable people
Team working and delivering in partnership	<p>Able to give examples of the ability to work effectively as part of a team</p> <p>Ability to be flexible within a team</p> <p>Give examples of working using own initiative</p> <p>Demonstrate ability to work effectively under pressure</p>	
Improving own Learning and Development	Willingness to learn and to improve	
Communicating effectively	<p>Good level of interpersonal, communication and report writing skills</p> <p>Effectively communicates relevant information to others</p> <p>Able to respond to varying levels of understanding from customers</p>	
Other special requirements	To work outside normal working hours to include evenings and weekends where it is deemed necessary to do so.	



Anglia
Revenues Partnership



Breckland
COUNCIL



EAST CAMBRIDGESHIRE



EASTSUFFOLK
COUNCIL



Fenland
CAMBRIDGESHIRE
Fenland District Council



	Full UK Driving Licence	
--	-------------------------	--