

PERSON SPECIFICATION

Job Title: Compliance Officer – Enforcement



	Essential	Desirable
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 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>

<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>	