

Income Recovery Officer- 1 Year FTC – Person Specification

What are we looking for?		How will we check if you have it?
Experience	<ul style="list-style-type: none"> Experience of providing customer focused service, working as part of a team and working with set procedural guidelines. 	Application form and Interview
Knowledge and skills	<ul style="list-style-type: none"> Good knowledge of procedures relating to the recovery of outstanding debt 	Application form and Interview
	<ul style="list-style-type: none"> Good knowledge of welfare reforms, welfare benefits especially housing benefit and Universal Credit. 	Application form and Interview
	<ul style="list-style-type: none"> Good written skills 	Application form and Test
	<ul style="list-style-type: none"> Good Verbal skills 	Test and Interview
	<ul style="list-style-type: none"> Good numerical ability 	Test
	<ul style="list-style-type: none"> Ability to use a range of IT systems including specialist packages 	Application form
	<ul style="list-style-type: none"> Ability to interview customers in sympathetic, understanding but professional manner 	Interview
Diversity	<ul style="list-style-type: none"> Able to represent the Trust at meetings, externally and internally 	Interview
	<ul style="list-style-type: none"> An understanding of and commitment to issues involved with working and providing services in a multi-cultural environment 	Application form and Interview
Mobility	<ul style="list-style-type: none"> This role requires you to travel from site to site where there is not always convenient public transport; if you do not have your own motor vehicle you will have to demonstrate how you will carry out this aspect of the role. 	Interview

What are we looking for?		How will we check if you have it?
Core Competencies	Customer Focus: Understanding and meeting the diverse customer needs, handling customers in a respectful and supportive way and ensuring actions are fair and transparent	Application form and interview
	Communication: Ability to communicate with a diverse customer spectrum, clearly and concisely	Application form and Interview
	Judgement and decision making: Able to gather information and research adequately understanding the implications of decisions made when prioritising workload. Willingness to take responsibility and resolve problems.	Test and Interview
	Influencing and negotiation: Able to use a range of styles and sound arguments to convince others, gaining others trust through openness and integrity.	Application form and Interview
	Working with others/Team work: Working in a co-operative, flexible and supportive way demonstrating respect for others opinions and views using initiative to get things done.	Application form and Interview
	Achieving results and quality focus: Consistently working to achieve high standards of quality. Making sound decisions based on presented information.	Application form
	Planning and organising: Ability to organise own workload prioritising work in a realistic way to meet deadlines, managing several tasks at once and planning ahead including others in planning.	Application form

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Core Competencies	Financial and numeric awareness: Able to use and interpret financial information appropriately.	Test
	Liaising and networking: Proactively build links with others both inside and outside the organisation to exchange information, keep up to date and develop new ideas. Keeping abreast of external factors that may impact on service delivery.	Interview