

## **BROXTOWE BOROUGH COUNCIL**

### **PERSON SPECIFICATION**

#### **Income Collection Assistant**

<b>Specification Type</b>	<b>Additional/changed requirements</b>	<b>E/D</b>	<b>Measure</b>
<b>Qualifications &amp; Training</b>	Minimum of 5 GCSEs at grades A-C (or equivalent)	E	1,4
<b>Qualifications &amp; Training</b>	Administrative training or relevant experience	E	1,4
<b>Knowledge &amp; Experience</b>	Experience of working in a customer focused role	E	1,3
<b>Knowledge &amp; Experience</b>	Experience of carrying out administrative tasks	E	1,3
<b>Knowledge &amp; Experience</b>	Experience of working in a team	E	1,3
<b>Knowledge &amp; Experience</b>	Knowledge of welfare benefits	D	1,3
<b>Knowledge &amp; Experience</b>	Experience of working within a housing or local authority environment	D	1,3
<b>Skills &amp; Abilities</b>	Good written and verbal communication skills	E	1,3
<b>Skills &amp; Abilities</b>	Able to establish relationships with a variety of people	E	1,3
<b>Skills &amp; Abilities</b>	Able to competently use Microsoft products such as Outlook, Word and Excel	E	1,3
<b>Skills &amp; Abilities</b>	Able to prioritise workload to meet competing deadlines	E	1,3
<b>Skills &amp; Abilities</b>	Able to maintain accurate records	E	1,3
<b>Skills &amp; Abilities</b>	Able to maintain confidentiality	E	1,3
<b>Other Requirements</b>	Some evening/ weekend work may be required	E	1
<b>Other Requirements</b>	A commitment to the authority's equality and diversity policy	E	1,3

#### **Car Allowance:**

This post carries a designated car user status.

#### **E/D:**

Essential (E)

Desirable (D)

#### **Measure:**

1. Application form
2. Test after shortlisting
3. At interview
4. Documentary evidence
5. Other [please specify]