

PERSON SPECIFICATION

QUALITY & CONTROL OFFICER

Specification Type	Additional/changed requirements	E/D	Measure
Personal Skills	Able to work to deadlines	E	1,3
Personal Skills	Tactful and discreet – ability to work confidentially	E	1,3
Personal Skills	Enthusiastic and confident approach to the job	E	1,3
Personal Skills	Able to work as part of a team	E	1,3
Personal Skills	Good planning, organisational and communication skills	E	1,3
Personal Skills	Commitment to Customer Care	E	1,3
Experience	Experience of dealing with the public by telephone and interview	E	1,3
Experience	Experience of general clerical tasks	E	1,3
Attainments/ Qualifications	Other relevant word processing/clerical qualifications	D	1,4
Knowledge	Knowledge of Social Security benefits in particular Housing and Council Tax Benefit	D	1,3
Knowledge	Knowledge of Council Tax Legislation	D	1,3
Knowledge	Knowledge of debt recovery up to and including Court action	D	1,3
Knowledge	Knowledge of system reconciliations and integrity checks	D	3
Knowledge	Good ICT skills	E	3

Car Allowance:

This post does not carry 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]