

## Income Officer – Person Specification

<i>What are we looking for?</i>		<i>How will we check if you have it?</i>
<b>Experience</b>	• ... of providing customer focused service	Application form, Interview
	• ... of working as part of a team	Application form and Interview
	• ...of working within set procedural guidelines	Application form and Interview
<b>Knowledge and skills</b>	• Good knowledge of procedures relating to the recovery of outstanding debt	Application form and Interview
	• Good knowledge of welfare benefits especially Housing Benefit, Universal Credit	Application Form and Interview
	• Good written skills	Application form and Test
	• Good Verbal skills	Test and Interview
	• Good numerical ability	Test
	• Ability to use a range of IT systems including specialist packages	Application form
	• Ability to interview customers in sympathetic, understanding but professional manner	Interview
• Able to represent the Trust at meetings, externally and internally	Interview	
<b>Diversity</b>	• An understanding of and commitment to issues involved with working and providing services in a multi-cultural environment	Application form and Interview

<b><i>What are we looking for?</i></b>	<b><i>How will we check if you have it?</i></b>	
<b>Core competencies</b>	<ul style="list-style-type: none"> <li>• Customer Focus – understanding and meeting the diverse customer needs, handling customers in a respectful and supportive way and ensuring actions are fair and transparent</li> </ul>	Application form and interview
	<ul style="list-style-type: none"> <li>• Communication – ability to communicate with a diverse customer spectrum, clearly and concisely.</li> </ul>	Application form and interview
	<ul style="list-style-type: none"> <li>• 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.</li> </ul>	Test and interview
	<ul style="list-style-type: none"> <li>• Influencing and negotiation – able to use a range of styles and sound arguments to convince others, gaining others trust through openness and integrity.</li> </ul>	Application form and interview
	<ul style="list-style-type: none"> <li>• 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.</li> </ul>	Application form and interview
	<ul style="list-style-type: none"> <li>• Achieving results and quality focus – consistently working to achieve high standards of quality. Making sound decisions based on presented information.</li> </ul>	Application form
	<ul style="list-style-type: none"> <li>• 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.</li> </ul>	Application form
	<ul style="list-style-type: none"> <li>• Financial and numeric awareness – able to use and interpret financial information appropriately.</li> </ul>	Test
	<ul style="list-style-type: none"> <li>• 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.</li> </ul>	Interview