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 **PERSON SPECIFICATION**

**Job Title: Compliance Officer – Enforcement**

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|  | Essential | Desirable |
| **Qualifications & Experience** | Good general education - 2 GCSE grades,A-C or relevant Revenues experience. | Demonstrate knowledge of Enforcement Agent regulationsDemonstrate experience of dealing with debt recovery involving vulnerable people.Have experience of working in a busy office environment’ |
| **Knowledge** | Knowledge of computer packages, including the Microsoft Suite and have the sufficient knowledge and skill to be able to use computers effectively.Demonstrate knowledge of Debt Recovery | Working knowledge of Academy and Civica (Comino) IT systems. |
| **Skills** | Works accurately whilst understanding the importance of meeting strict deadlines.Must be able to work to personal and team targets.Organisational and good time management skillsDemonstrate good numerical and writing skills | Knowledge of Council Tax support and general welfare benefits |
| **Delivering excellent Customer Service** | Demonstrate experience or understanding of customer care.Demonstrate ability to deal with customer enquiries in an appropriate, diplomatic and professional manner.Be able to remain calm during stressful/violent circumstances. | Customer Care training |
| **Health, Safety and Welfare** | Able to demonstrate good general understanding of Health, Safety and Welfare policies and proceduresDemonstrate ability to achieve a good work life balance for self and for team |  |
| **Striving for Continuous Improvement** | Commitment to a learning cultureAble to give examples of flexible and positive response to change |  |
| **Diversity and Equality** | Ability to understand the concept of diversity and respect for others and be committed to these issues | Experience with working with vulnerable people |
| **Communicating effectively** | Good level of interpersonal and communication skillsEffectively communicates relevant information to othersAble to respond to varying levels of understanding from customers  |  |
| **Attitude** | Must be able to self-motivate and embrace change.Be an effective team player and can work flexibly within a teamHave a positive desire to achieve resultsCan work effectively under pressure and use own initiativeWilling to learn and improve | Has a positive attitude toward work and others |
| **Other special requirements** | You may be required to drive  |  |