

Person Specification

Job Title	Local Taxation Officer	Req No	
Prepared by	Matthew Waite-Wright	Date	01/01/2022
Essential Criteria – Vital requirements for the post holder			
<u>Relevant Experience:</u>			
Working in a customer service environment Working with customers in arrears			
<u>Qualifications/training:</u>			
Maths & English GCSE (Grade A to C) or equivalent			
<u>Special Knowledge:</u>			
<u>Disposition/attitude:</u>			
Decision making skills Patience to listen and respond appropriately Ability to work unsupervised but willing to take direction Tenacious and hardworking Empathetic and perceptive			
<u>Practical/intellectual:</u>			
Excellent oral and written communication skills Strong negotiating skills Computer literate Ability to work quickly and accurately with figures Ability to manage own workload Ability to communicate complex legislation			
<u>Physical Requirements:</u>			
<u>Additional Requirements:</u>			
Desirable Criteria – Additional requirements relevant to the post			
Knowledge of Local Taxation Knowledge of and ability to understand and interpret Council Tax and NDR legislation Knowledge of Northgate Revenues and Microsoft Office products			