**PERSON SPECIFICATION**

**POST TITLE :** OVERPAYMENT RECOVERY ASSISTANT

**SERVICE :** FINANCE & TRANSFORMATION

**GRADE :**  3 / 4

**REPORTS TO :**  SENIOR REVENUES & BENEFITS OFFICER (RECOVERY)

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|  | **Essential** | **Desirable** |
| Education | High standard of written English and maths |  |
| Knowledge | An understanding of office practice and procedures | An understanding of Housing & Council Tax related issues. |
| Experience | Experience of working in an office environment with multi- channel customer contact  Use of Microsoft Excel and Word | Experience of working in a Housing Benefit & Council Tax environment. |
| Personal Skills | Excellent communication skills, written, email, telephone and face to face  Ability to work quickly and accurately with data inputting  Able to work as part of a team  Organised  Exceptional customer care skills  Ability to work with the minimum of supervision  Ability to negotiate  Confidence in dealing with customers in a pressured environment |  |
| Attitude | Has a flexible approach to work |  |