

**Rochdale Borough Council  
Person Specification**

<b>Service :</b>	Finance	<b>Post:</b>	Support Officer
<b>Section :</b>	Revenues and Benefits	<b>Post Number :</b>	
<b>Job Ref:</b>		<b>Grade:</b>	4

**Note to Applicants:**

The *Essential Criteria* are the qualifications, experience, skills or knowledge you **MUST SHOW YOU HAVE** to be considered for the job.

The *How Identified* column shows how the Council will obtain the necessary information about you. If the *How Identified* column says the **Application Form** next to an *Essential Criteria* you **MUST** include in your application enough information to show **how** you meet this criteria. You should include examples from your paid or voluntary work.

**The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment.**

Criteria	Essential (E) or Desirable (D)	How Identified: AF Application Form I Interview A Assessment
<b>(a) Special Working Conditions</b>		
The willingness to adopt a flexible approach to normal work patterns.	E	I
<b>(b) Qualifications and Experience</b>		
Describe your experience of working within a Revenues environment.	E	AF
Describe your experience of working with IT applications e.g. Microsoft Office applications and Revenues processing systems.	E	AF/I
What is your track record of providing good customer service? Give examples of where you have 'gone that extra mile'.	E	AF/I
Illustrate with examples your track record of making a positive contribution giving examples of particular good performance, ideas for improvement etc.	E	I
<b>(c) Skills and Knowledge</b>		
Illustrate your ability to work under pressure and meet deadlines / targets.	E	AF/I
What evidence can you present to show that you are self-motivated and able to work unsupervised?	E	I
Describe your ability to work as part of a team, e.g. through helping other team members, improving team performance, communicating with others.	E	I
Please give illustrations of your ability to communicate in an effective and positive way, e.g. telephone, letter, e-mails.	E	AF/I
Describe how you have acquired your detailed knowledge and understanding of Council Tax legislation and procedures giving examples of any training, practical hands-on experience and project work you have done.	E	AF/I
<b>(d) Values and Behaviours</b>		
Approach the job at all times using the values set out below:	E	I

- Proud
- Passionate
- Pioneering and Open

Please confirm you are willing to adhere to these values and behaviours.

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