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| **PERSON SPECIFICATION** | **Essential/Desirable** | **Method of Assessment** |
| Experience of working in a busy customer led environment. | Desirable | Application form  Interview  References |
| Experience of handling customer enquiries | Desirable |  |
| Experience of working with other organisations | Desirable |  |
| Experience of legislation in a customer environment | Desirable |  |
| **QUALIFICATIONS/TRAINNG/EXPERIENCE** |  | Application form / Certificates |
| Minimum of 5 GCSE’s A-C including maths & English or equivalent | Essential |  |
| NVQ Level 2 or equivalent / training in handling benefit claims | Desirable |  |
| Educated to IRRV Technician level or equivalent | Desirable |  |
| Competent computer skills using Outlook, Word, and Excel | Essential |  |
| Experience of working in an Accounts Receivable role | Desirable |  |
| **PERSONAL QUALITIES & ATTRIBUTES** |  | Application form  Interview  References |
| Good organisational skills and time management | Essential |  |
| Good interpersonal, communication and literacy skills, both written and verbal. | Essential |  |
| Listening and communication skills, confident in dealing with members of the public and colleagues. | Essential |  |
| Ability to work under pressure to meet targets. | Essential |  |
| Good team player | Essential |  |
| Commitment to providing a high level of customer service. | Essential |  |