



Person Specification			
Post title	Revenues & Benefits Officer	Grade	Grade G

***** This post is exempt from the provisions of the Rehabilitation of Offenders Act – applicants must disclose all criminal convictions including those which are ‘spent’, in addition to any cautions and bindover orders received in the last 12 months *****

To be successful in this role you will need to demonstrate how you meet the criteria below at application & interview stage.

Shortlisting Number	Criteria	Method of assessment
Skills, knowledge, experience		
S1	Experience of processing information using data input systems relevant to the Exchequer Service; preferably Oracle Fusion Financials, Liquid Logic, ContrOCC, NEC Solutions, NEC Enterprise – Doc Management, Microsoft Office or similar.	CV/SS & I
S2	Ability to demonstrate a range of up to date working knowledge of general Sundry Debtors, Charging for Adult Social Care, Council Tax and NNDR principals and/or national welfare benefits and support and their application in the workplace	CV/SS, I & T
S3	Experience of dealing with customers by telephone, email, and written correspondence in line with council policies	CV/SS & I
S4	Experience in negotiating appropriate payment arrangements to maximise income for the Authority, while demonstrating empathy and understanding of customers’ individual circumstances.	CV/SS & I
S5	An ability and willingness to work flexibly across the Exchequer Service in order to meet changing demands and support service improvement and efficiencies.	CV/SS & I
S6	The ability to self-motivate and prioritise workload to ensure that targets are met.	CV/SS & I
Personal attributes and circumstances		
P1	You must adhere to the “Knowsley Better Together” staff qualities; Integrity, Accountability, Communication and Respect	I

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P2	Understanding of the principles of Data Protection and Data Security including the impact of data breaches on both the individual and the authority.	CV/SS/I
P3	A demonstrable willingness to share information and work with other people.	I
P4	Commitment to flexibility, willingness to work beyond normal 9-5 if necessary.	I
Communication		
C1	Ability to communicate effectively at all levels face to face, verbally and in writing	CV/SS & I
C2	An appreciation of the principles of customer care within a Revenues and Benefits environment.	CV/SS & I
Qualifications		
Q1	Minimum 4 GCSEs (Grades A-C/9-4) including English and Mathematics. will be encouraged to work towards a suitable qualification e.g. NVQ Level 3 Management, IRRV, IRRV Tech etc.	I/C
Health & Safety		
H1	Ability to use equipment as instructed and trained Ability to inform management of any health and safety issues which could place individuals in danger	I

CV/SS = Curriculum Vitae/Supporting Statement **A** = Application Form **C** = Certificate **E** = Exercise **I** = Interview
P = Presentation **AC** = Assessment Centre **T** = Test

Where the post involves working with children, in addition to a candidate's ability to perform the duties of the post, the interview will also explore issues relating to safeguarding and promoting the welfare of children, including:

- **Motivation to work with children and young people.**
- **Ability to form and maintain appropriate relationships and personal boundaries with children and young people.**
- **Emotional resilience in working with challenging behaviors.**
- **Attitudes to use of authority and maintaining discipline**

We have a positive attitude to the employment of disabled people and guarantee an interview to those who meet **all** the necessary

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criteria of the person specification.

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