

PERSON SPECIFICATION

Job Title: Properties Compliance Officer – Fraud Team

	Essential	Desirable
Qualifications & Experience	<p>Must have a minimum of 3yrs experience of working in a busy office environment or local Government office environment</p> <p>Good general education – 3 GCSE grades, A-C and/or business admin qualification</p> <p>Demonstrate good numerical and writing skills</p> <p>Experience of working in a team and a customer-based environment</p>	<p>Worked within a Fraud/Compliance Team</p> <p>Willing to undergo further training to expand on existing knowledge</p> <p>Experience of working in a similar environment.</p> <p>Ability to analyse data</p>
Knowledge	<p>Knowledge of computer packages, including the Microsoft Suite (Excel) and have the sufficient knowledge and skill to be able to use computers effectively.</p> <p>Ability to interpret and understand relevant legislation/regulations for this role</p>	<p>Working knowledge of Academy and Civica (Comino) IT systems, including Building Works</p> <p>Knowledge of Total Mobile</p> <p>Understanding of Council Tax and Business Rates listing and rating by the VOA.</p>
Skills	<p>Works accurately whilst understanding the importance of meeting strict deadlines.</p> <p>Must be able to work to personal and team targets.</p> <p>Able to priorities workload</p>	<p>Demonstrate experience of interpreting Building Control, Planning Portal and GIS mapping data</p> <p>Analytical and desk top intelligence research skills</p>
Delivering excellent Customer Service	<p>Demonstrate experience or understanding of customer care.</p> <p>Demonstrate ability to deal with customer enquiries in an appropriate, diplomatic, and professional manner.</p> <p>Excellent customer service skills and the ability to deal with conflict by remaining calm during stressful circumstances.</p>	<p>Customer Care training</p>

Health, Safety and Welfare	<p>Able to demonstrate good general understanding of Health, Safety and Welfare policies and procedures</p> <p>Demonstrate ability to achieve a good work life balance for self and for team</p>	
Striving for Continuous Improvement	<p>Commitment to a learning culture</p> <p>Able to give examples of flexible and positive response to change</p>	
Diversity and Equality	<p>Ability to understand the concept of diversity and respect for others and be committed to these issues</p>	
Communicating effectively	<p>Good level of interpersonal and communication skills</p> <p>Effectively communicates relevant information to others</p> <p>Able to respond to varying levels of understanding from customers</p>	
Attitude	<p>Must be able to self-motivate and embrace change.</p> <p>Be an effective team player and can work flexibly within a team</p> <p>Have a positive desire to achieve results</p> <p>Can work effectively under pressure and use own initiative</p> <p>Willing to learn and improve and undertake further training to expand on existing knowledge</p>	<p>Has a positive attitude toward work and others</p>

