

PERSON SPECIFICATION

Post Title	Service Assurance – Technical Specialist Local Taxation NNDR	Post No	
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JOB REQUIREMENTS

	ESSENTIAL	DESIRABLE
Qualifications	<p>IRRV Technician qualification or NVQ Level 3 in Local Taxation Administration.</p>	<p>IRRV full qualification and full membership of the IRRV.</p> <p>Degree level general education.</p>
Experience	<p>Extensive experience within a local taxation or NNDR service environment.</p> <p>Experience of statistical collation and analyses.</p> <p>Experience of preparing complex reports.</p> <p>Budget Management.</p> <p>Managing risks effectively during change.</p>	<p>Experience of setting and monitoring data quality standards.</p> <p>Forecasting and trend analyses techniques.</p>
Knowledge	<p>Local Government Performance Framework.</p> <p>Knowledge of the CAA and Benefits inspection process.</p> <p>Detailed understanding of the law relating to council tax /NNDR administration and collection.</p> <p>Understanding of the law relating to the recovery of benefit overpayments.</p> <p>Business Planning.</p> <p>Sound understanding of performance monitoring in a 3rd party supplier environment.</p>	<p>Knowledge of other related legislation and how housing and council tax benefits interact with local taxation.</p> <p>Experience of contract management.</p>

<p>Skills</p>	<p>The ability to set, communicate and monitor performance standards.</p> <p>Well developed skills in data analyses.</p> <p>Ability to influence and resolve operational conflicts. The ability to manage, lead and motivate staff.</p> <p>Ability to identify training needs of staff and provide training where required.</p>	<p>The ability to contribute to corporate strategy, objectives and plans.</p> <p>Able to see and understand the 'bigger picture' and put this understanding to effective use in the workplace.</p>
<p>Aptitudes</p>	<p>Willing to learn new skills, accept responsibility, motivational, forward looking, reasoned thinker and confident.</p> <p>Willing to accept direction and constructive criticism.</p>	
<p>Circumstances</p>	<p>None to conflict with the responsibilities of this post.</p>	