



## WEST LANCASHIRE BOROUGH COUNCIL

### PERSON SPECIFICATION

<b>Job Title:</b> Income Management Assistant		<b>Grade:</b> Scale 4	
<b>Directorate:</b> Housing and Inclusion Services		<b>Section:</b> Income Management and Financial Inclusion Services	
<b>Service:</b> Housing Operations			
<b>Requirements</b> <i>(on the basis of the job description)</i>		<b>Essential (E) or Desirable (D)</b>	<b>To be identified by:</b> application form (AF), interview (I), test (T), presentation (P)
<b>Qualifications</b>			
To have a minimum 5 GCSEs (or equivalent), including English and Maths at Grade C or above OR relevant experience in a similar role may suffice		E	AF
<b>Experience</b>			
Have experience of working as part of a team		E	AF
Experience of IT systems		E	AF and I
Experience of providing customer focused services and dealing with members of the public		E	AF
<b>Knowledge/Skills/Abilities</b>			
A working background in dealing with the public; providing a customer focused service		E	AF
The ability to carry out administrative duties		E	AF and I
Have a basic understanding of welfare benefits		E	AF and I
An understanding of debt recovery and income management		E	AF and I
Have the skills to negotiate and make agreements		E	AF and I
Knowledge of the Social Housing sector		D	AF and I
The ability to type/use a PC		D	AF
<b>Other (including special requirements)</b>			
1. Commitment to Equality		E	AF and I
2. Commitment to Health & Safety		E	AF
3. Satisfactory Baseline Personnel Security Standard Check		E	Document Checks (includes Basic DBS)
4. The ability to fulfil all spoken aspects of the role with confidence through the medium of English language. This includes the ability to converse with ease with customers and colleagues and provide advice in accurate spoken English		E	AF and I
5. Flexible disposition		E	AF and I
6. A willingness to undertake training		E	AF
<b>Prepared by:</b> Jane Maguire		<b>Date:</b> April 2019	
<b>Approved by:</b> Leigh McFarlane		<b>Date:</b> April 2019	