

**PERSON SPECIFICATION**

**Vacancy Ref: 0535-24**

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| **Criteria** | **Essential/ Desirable** | **\* Application Form/ Supporting Statements/ Interview**  |
| Effective numeracy, literacy and word processing skills (GCSE Maths and English at grade 4/C or above or equivalent). | Essential | Application Form |
| Recent relevant experience of Accounts Receivable, Credit Control and active debtor management. | Essential | Supporting Statement/Interview |
| Experience of using financial accounting systems with knowledge of accounting concepts, journal entry and refunds. | Essential | Supporting Statement/Interview |
| Excellent communication skills with the ability to listen and make immediate decisions. | Essential | Supporting Statement/Interview |
| Advocate of customer care whilst maintaining confidentiality. | Essential | Supporting Statement/Interview |
| Demonstrable skills in Microsoft Office Suite, with the ability to create/edit spreadsheets and retrieve and present data from information systems. | Essential | Supporting Statement/Interview |
| Ability to work as part of a team with minimal supervision and a flexible approach to work. | Essential | Supporting Statement/Interview |
| Demonstrated ability to work to a high level of accuracy and provide attention to detail in a busy working environment. | Essential | Supporting Statement/Interview |
| To convey an appropriate rationale and interest in applying for this particular post. | Essential | Supporting Statement/Interview |
| Studying/qualified AAT or other relevant qualification in field of debt management. | Desirable | Supporting Statement/Interview |

* **Application Form** – assessed against the application form, curriculum vitae and letter of support. Applicants will not be asked to answer a specific supporting statement. Normally used to evaluate factual evidence eg award of a qualification. Will be “scored” as part of the shortlisting process.
* **Supporting Statements** - applicants are asked to provide a statement as part of their application to demonstrate how they meet the criteria. The response will be “scored” as part of the shortlisting process.
* **Interview** – assessed during the interview process by either competency based interview questions, tests, presentation etc.