



Person Specification

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St. Helens Council

Job Title: Overpayments Officer

Ref No: CCT118

Knowledge	E = Essential D = Desirable	Identified By
Knowledge of Capita One Benefits System.	D	AF/I
Knowledge of Housing Benefit & Local Taxation.	D	AF/I
Knowledge of health and safety requirements within an office.	D	AF/I
Knowledge of Data Protection guidance and confidentiality.	E	AF/I
Knowledge of debt recovery methods and insolvency.	E	AF/I
Skills and Abilities	E = Essential D = Desirable	Identified By
Ability to use Microsoft office products.	E	AF/I
Ability to prioritise work and meet deadlines.	E	AF/I
Ability to communicate clearly and effectively with members of the public, other Council departments and corporate bodies.	E	AF/I
Ability to access information and make independent decisions in accordance with policy and guidance.	E	AF/I
Ability to use web based services.	E	AF/I
Experience	E = Essential D = Desirable	Identified By
Previous experience of working within Benefits and Local Taxation, or other office environment.	D	AF/I
Previous experience of debt recovery methods and engagement.	E	AF/I
Experience of using IT Productivity tools including: word processors and spreadsheets.	E	AF/I
Experience of using Capita One (Revenues and Benefits) system.	D	AF/I
Experience of using Information@Work document management system.	D	AF/I
Experience of using and accessing email.	E	AF/I
Experience of the use of the Department for Work and Pension CIS system.	D	AF/I



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Qualifications	E = Essential D = Desirable	Identified By
NVQ Level 2 qualification in a relate discipline or equivalent qualification (e.g. GCSE grade C or above).	E	AF
Other Circumstances	E = Essential D = Desirable	Identified By
An ability to fulfil all spoken aspects of the role with confidence through the medium of English.	E	Interview
A willingness to provide cover for other service areas as required.	E	AF/I
A Willingness to undertake training and development as required.	E	AF/I