

# Recruitment person specification

Post being recruited for: Transactions Officer

## Our Behaviours

These apply to all posts

### Respect

We're inclusive, we promote equality, we treat people with fairness, understanding and kindness and we consider others in our decisions and actions.

### Integrity

We're open and honest, we take responsibility, we build trust and we pull together to do what's right for our residents, colleagues and city

### Flexibility

We're open minded, we keep it simple, we adapt to provide great service and find better ways of doing things, and we embrace opportunities for shared working and learning

## Person specification

### Category

### Essential

**Desirable** (not every post needs desirable requirements)

### Experience

Providing transactions services to internal and/or external customers within Assessment and Finance, Benefits (including School Grants)

<b>Knowledge, skills and understanding</b>	<p>Organisation and planning of workload and working with minimal supervision</p> <p>Excellent team working skills with the ability to work collaboratively and co-operatively with colleagues</p> <p>Excellent interpersonal and communication skills – ability to communicate with a range of internal and external contacts</p> <p>Excellent IT skills</p> <p>Excellent customer service and delivery skills</p> <p>Ability to operate in a changing and challenging environment to manage competing priorities</p> <p>A flexible and pro-active approach to work</p> <p>Ability to deal with sensitive information with discretion and maintain confidentiality at all times</p>	<p>Knowledge of Welfare Benefits administered within Local Authorities, Department for Works and Pensions and Social Security Scotland</p> <p>Working in a large, complex organisation, preferably public sector</p>
<b>Qualifications and training</b>	<p>Knowledge and skills in a range of transactions tasks equivalent to SVQ3</p>	<p>Evidence of continuing professional development</p>
<b>Job specific requirements</b>	<p>Work autonomously with minimal supervision in a changing environment. Effectively and diplomatically manage competing priorities, interests and pressurised timescales.</p> <p>Must be able to adapt flexibly to new demands and take appropriate action on matters requiring immediate response.</p>	