

Recruitment person specification

Post being recruited for: Transactions Administrator

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 clerical and administrative services associated with transactions	Providing transactions services to internal and/or external customers within Revenue and Applications, Council Tax (CTAX)
Knowledge, skills and understanding	<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>A flexible and pro-active approach to work including ability to prioritise</p> <p>Ability to deal with sensitive information with discretion and maintain confidentiality at all times</p>	<p>Working in a large, complex organisation, preferably public sector</p> <p>Ability to operate in a changing and challenging environment to manage competing priorities</p>
Qualifications and training	Knowledge and skills in a range of transactions tasks equivalent to SVQ3	Evidence of continuing professional development
Job specific requirements	Must be able to adapt flexibly to new demands and take appropriate action on matters requiring immediate response.	