

# 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)
<b>Experience</b>	Providing transactions services to internal and/or external customers within Revenue and Applications, and Housing Benefits.	
<b>Knowledge, skills and understanding</b>	<p>Knowledge of Housing Benefit Overpayments and systems including Northgate Debtors.</p> <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>
<b>Qualifications and training</b>	Knowledge and skills in a range of transactions tasks equivalent to SVQ3	Evidence of continuing professional development
<b>Job specific requirements</b>	Must be able to adapt flexibly to new demands and take appropriate action on matters requiring immediate response.	