



Person Specification

Note To Applicants

The points that are marked 'E' are the essential requirements. You should pay particular attention to these points and provide evidence of meeting them. Failure to do so may mean that you will not be invited for interview.

The points that are marked 'D' are the desirable requirements that enhance a person's capacity to do the job.

Job Title	Recovery Assistant
Grade	6
Directorate	Corporate Services
Service	Benefits and Exchequer Services

Criteria

Experience		
Experience working within a Revenues, legal, financial or debt collection establishment.	A/I	E

Skills and Abilities		
A knowledge of Council Tax & Business Rates recovery legislation and administrative procedures.	A/I	D
A high standard of oral and written skills	A/I	E
Ability to work as part of a team.	A/I	E
Ability to work to set targets	A/I	E
Ability to exercise high level of organisational skills	A/I	E
Ability to achieve targets and work to tight deadlines in a fast-changing environment	A/I	E
Good communication skills	A/I	E

Experience of using laptop-based IT systems	A/I	E
Ability to liaise with other Council departments and external stakeholders	A/I	E

Education, Qualifications and Knowledge		
Minimum of 4 passes at GCSE 'O' level or equivalent including Mathematics and English.	C	E

Other Requirements		
37 hours per week (Monday to Friday 9am to 5pm). Flexible working hours dependant on the needs of the service Location – Benefits & Exchequer Services, 1 Time Square, Warrington, WA1 2NT / agile working.	A/I	E

Commitment To Equal Opportunities		
Ability to understand and demonstrate commitment to equality and diversity within the context of the relevant service.	A/I	E

Commitment To Service Delivery / Customer Care		
Committed to providing excellent customer experience and embedding customer focus in all aspects of service delivery.	A/I	E

Climate and Sustainability		
Holds a Carbon Literacy Certificate (or related qualification), or willing to undertake Carbon Literacy related training, in support of the council's climate and sustainability objectives.	A/I	E

Methods of Assessment Key		
A Application Form	I Interview	C Certificate
T Test	P Presentation	AC Assessment Centre

Review Arrangements

The details contained in this person specification reflect the experience, skills, abilities, qualifications etc required of the jobholder. It is acknowledged that these may change over time. Consequently, the Council may revise this person specification from time to time and will consult with the post holder at the appropriate time.

Prepared / Revised By	Sarah Pye
Role	Recovery Team Leader
Date	03.11.2025