

**PERSON SPECIFICATION**

Finance Assistant - Income & Credit Control

**Vacancy Ref:**

|  |  |  |
| --- | --- | --- |
| **Criteria** | **Essential/ Desirable** | **\* Application Form/ Supporting Statements/ Interview** |
| Advocate of customer care whilst maintaining confidentiality. | Essential | Supporting Statement/Interview |
| Excellent telephone skills with the ability to listen and make immediate decisions regarding payment profiles or plans as required. | Essential | Supporting Statement/Interview |
| Experience of enterprise level office systems and procedures, with the ability to create and edit spreadsheets and the ability to retrieve and present data from information systems. | Essential | Supporting Statement/Interview |
| Ability to work as part of a team with minimal supervision and a flexible approach to work. | Essential | Supporting Statement/Interview |
| Demonstrated ability to work to a high level of accuracy and provide attention to detail in a busy working environment. | Essential | Supporting Statement/Interview |
| To convey an appropriate rationale and interest in applying for this particular post. | Essential | Supporting Statement/Interview |
| Effective numeracy, literacy and word processing skills (GCSE Maths and English at grade 4/C or above or equivalent). | Essential | Application Form |
| Experience of using financial accounting systems with knowledge of accounting concepts, journal entry input, corrections and refunds. | Desirable | Supporting Statement/Interview |
| Recent relevant experience of Accounts Receivable and Credit Control processes (or equivalent) including active debtor management. | Desirable | Supporting Statement/Interview |

\*

* **Application Form** – assessed against the application form, curriculum vitae and letter of support. Applicants will not be asked to answer a specific supporting statement. Normally used to evaluate factual evidence eg award of a qualification. Will be “scored” as part of the shortlisting process.
* **Supporting Statements** - applicants are asked to provide a statement as part of their application to demonstrate how they meet the criteria. The response will be “scored” as part of the shortlisting process.
* **Interview** – assessed during the interview process by either competency based interview questions, tests, presentation etc.