

## SOUTH DERBYSHIRE DISTRICT COUNCIL PERSON SPECIFICATION

<b>Directorate: Resources and Transformation</b>	<b>Service: Customer Services</b>	<b>Job Title: Integrity and Compliance Officer</b>
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### Qualifications, professional membership, technical skills

ESSENTIAL	DESIRABLE	HOW ASSESSED
<p>Excellent knowledge of Housing Benefit and Council Tax Reduction.</p> <p>Excellent analytical and decision-making skills</p> <p>Excellent Numeracy, Literacy and keyboard skills</p> <p>Experience of working within a customer focused environment and the ability to deal with customers in a calm and effective manner.</p> <p>Understanding of the importance of data protection and security.</p>	<p>Good knowledge of Discretionary Housing Payments</p> <p>Ability to work under pressure to meet key targets</p> <p>Good working knowledge of MRI Revenues and Benefits processing software</p> <p>Experience of using Enterprise document management system</p> <p>An understanding of local government processes, particularly relating to Revenues and Benefits.</p>	<p>Application Interview</p> <p>Copy of qualifications</p>

Competency	Level	Essential	Desirable	How Assessed
Achieving Results	3	<p>Ability to determine and prioritise own workload</p> <p>Experience in managing self to achieve corporate objectives and individual targets</p>		Application Form Interview
Communication	2	<p>Ability to communicate clearly by telephone, letter and email appropriately, considering the needs and expectations of the organisation and individuals</p> <p>Ability to make sensitive contentious and confidential decisions</p>		Application Form Interview
Creative Thinking	2	<p>Ability to put forward ideas to improve service delivery both within and outside the direct area of responsibility</p>		Application Form Interview
Customer Focus	2	<p>Ensure the provision of a high standards of customer service to customers – using knowledge and experience to exceed customer expectations</p> <p>Take ownership, manage and resolve performance issues</p>		Application Form Interview

Decision Making and Problem Solving		Recognise and resolve issues that may have an impact on performance, and which may affect the Council's image Establish facts to identify and understand problems and issues		Application Form Interview
Making Change Work	2	Ability to initiate training programmes		Application Form Interview
Managing Resources, Projects & Processes	2	Understand the changing environment of technology and opportunities/benefits available Understand day to day operational processes while adhering to legislative requirements		Application Form Interview
Organisational Awareness & Commitment	3	Show an understanding of the way in which service and business plans are set and monitored Understand the potential impact of fraud on service delivery		Application Form Interview
Personal Impact	3	Demonstrate integrity, adherence to Councils policies, plans and objectives with appropriate and professional behaviour at all times Ability to observe and listen to others		Application Form
Working Relationships	2	Experience of working in a pressurised public facing environment Ability to build, create and manage relationships to achieve work related goals supporting unit managers to achieve objectives.		Application Form Interview
Equal Opportunities and Fairness		To support, promote and comply with the Council's Equal Opportunities and Fairness Scheme and to ensure the compliance of employees for whom you are directly responsible		

**Date reviewed:** 24<sup>th</sup> November 2025

**Issued by:** Benefits Processing and Performance Manager



