

# we are aspire



Person Specification: Income Advisor			
	Requirement	Essential (E) or Desirable (D)	Assessed by
Qualifications or training	<ul style="list-style-type: none"> <li>GCSE English and Maths at Grade C or above, or equivalent</li> </ul>	D	A
Experience	<ul style="list-style-type: none"> <li>Experience of working in a debt recovery environment</li> </ul>	E	A/I
	<ul style="list-style-type: none"> <li>Experience of delivering customer focused services</li> </ul>	E	A/I
	<ul style="list-style-type: none"> <li>Experience of working with computerised systems</li> </ul>	E	A/I
Knowledge ,Skills and Abilities	<ul style="list-style-type: none"> <li>Ability to communicate effectively with customers and key partner organisations</li> </ul>	E	A/I
	<ul style="list-style-type: none"> <li>Well-developed administrative skills</li> </ul>	E	A/I
	<ul style="list-style-type: none"> <li>Experience of working with vulnerable customers</li> </ul>	D	A/I
	<ul style="list-style-type: none"> <li>Ability to negotiate with customers to develop acceptable payment plans</li> </ul>	E	A/I
	<ul style="list-style-type: none"> <li>Knowledge of Welfare Benefits including Universal Credit</li> </ul>	D	A
Other	<ul style="list-style-type: none"> <li>Flexible approach to working outside of 'normal' working hours</li> </ul>	D	I

Income Collection Advisor

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## Assessment Methods Key

Application (A)  
Certificates (C )  
Interview (I)