



Person Specification			
Post title	Revenues & Benefits Team Manager	Grade	L / £42,839 - £44,075 per annum

This post is exempt from the provisions of the Rehabilitation of Offenders Act – applicants must disclose all criminal convictions including those which are ‘spent’, in addition to any cautions and bindover orders received in the last 12 months

To be successful in this role you will need to demonstrate how you meet the criteria below at application & interview stage.

Shortlisting Number	Criteria	Method of assessment
Skills, knowledge, experience		
S1	Experience of working in a local authority Revenues service, managing debt recovery and income administration. Working knowledge of systems relevant to the Revenues function; Oracle Fusion Financials, Liquidlogic Adult System, ContrOcc, Axis Information Management, Northgate NEC Solutions, NEC Enterprise, or similar	CV/SS, I
S2	In-depth knowledge of Sundry Debtor and Reconciliations legislation and practice, with experience of working to statutory deadlines and audit requirements	CV/SS, I
S3	Experience of working across a diverse range of Council services to ensure accuracy of debt and to resolve disputes at source.	CV/SS, I
S4	Ability to negotiate repayment plans with commercial entities and individuals, balancing empathy with income maximization.	CV/SS, I
S5	Track record of delivering or contributing to service excellence, with a willingness to embrace digital improvement.	CV/SS, I
S6	Ability to self-motivate, plan activities and projects and prioritise work to ensure that targets and deadlines are achieved.	CV/SS, I

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S7	Experience of monitoring, actively managing and reporting on aged debt.	CV/SS, I
S8	Experience of managing and motivating staff in an operationally demanding service.	CV/SS, I
Personal attributes and circumstances		
P1	You must adhere to the “Knowsley Better Together” staff qualities; Integrity, Accountability, Communication and Respect	I
P2	Understanding of the principles of Data Protection and Data Security including the impact of data breaches on both the individual and the authority.	CV/SS
P3	Confident, resilient, and proactive with a commitment to customer service and continuous improvement.	CV/SS
Communication		
C1	Ability to communicate effectively at all levels verbally, face to face and in writing	CV/SS/I
C2	Ability to build positive relationships internally and externally, with experience of handling complex customer/stakeholder queries.	CV/SS, I
Qualifications		
Q1	Minimum 5 GCSEs (Grades A–C/9–4) including English and Mathematics. AAT or IRRV (Technician) with a focus on Revenues or able to demonstrate an excellent level of technical knowledge gained in a Finance / Revenues environment.	CV/SS, C

CV/SS = Curriculum Vitae/Supporting Statement **A** = Application Form **C** = Certificate **E** = Exercise **I** = Interview
P = Presentation **AC** = Assessment Centre **T** = Test

Where the post involves working with children, in addition to a candidate’s ability to perform the duties of the post, the interview will also explore issues relating to safeguarding and promoting the welfare of children, including:

- **Motivation to work with children and young people.**
- **Ability to form and maintain appropriate relationships and personal boundaries with children and young people.**

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- Emotional resilience in working with challenging behaviours.
- Attitudes to use of authority and maintaining discipline

We have a positive attitude to the employment of disabled people and guarantee an interview to those who meet **all** the necessary criteria of the person specification.

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