

PERSON SPECIFICATION

Post Title	Team Leader Billing, Ordering and Payments	Band	12	Job Evaluation Reference	G856
Required Attributes					
1. EDUCATION AND TRAINING				Essential	Desirable
Educated to SCQF Level 8 (SVQ,HND or equivalent) or equivalent knowledge/experience				✓	
Management qualification					✓
Evidence of continuous professional development				✓	
2. KNOWLEDGE AND EXPERIENCE				Essential	Desirable
Sound knowledge of budgetary control				✓	
Specific knowledge of key legislation and regulations in relation to the provision of services within remit					✓
Understanding of the issues facing Local Government and an awareness of the political environment in which it operates				✓	
Considerable experience of managing staff and systems to provide a business critical service				✓	
Development and implementation of strategies, policies, business plans directly related to or to support service delivery				✓	
A successful record in managing teams delivering services to internal and external customers				✓	
Proven record of achieving improvements through effective change Management				✓	
System analysis of financial management systems in terms of operational requirements				✓	
Experience of design and development of systems for Council use in terms of operational needs				✓	
Experience of project management					✓
Experience of reporting and presenting complex information to senior managers					✓
3. SKILLS AND ABILITIES				Essential	Desirable
Proven effective management that provides a supportive environment that gives Team Leaders the power to make decisions appropriate to their level.				✓	
Ability to communicate effectively with a wide range of customers at all levels both verbally and in writing				✓	
Competent in the use of information and communication technology with ability to utilise corporate systems to provide/obtain/analyse information and data				✓	
Competent in the use of the full suite of Microsoft Office				✓	
Ability to absorb a diverse range of information				✓	
Ability and enthusiasm to deliver customer focussed services				✓	
Effective presentation skills				✓	
Addresses failure to deliver and poor behaviour at first indication				✓	

Demonstrable experience in constructive challenge of poor practice or accepted positions both within and outwith area of responsibilities	✓	
4. PERSONALITY FACTORS	Essential	Desirable
Innovative and capable of managing change	✓	
Political sensitivity	✓	
Calmness under pressure	✓	
Commitment to quality and efficiency	✓	
Ability to manage multiple competing priorities	✓	
Commitment and dedication to the needs of the job	✓	
Ability to develop and maintain good working relationships	✓	
Maintains high standards of professional ethics, integrity and corporate discipline	✓	
Accepts responsibility and acts jointly with peers in a manner which supports the Council's priorities and their delivery	✓	
5. OTHER REQUIREMENTS	Essential	Desirable
Ability to travel & have access to a vehicle/transport	✓	
Must be prepared to work flexibly and outwith office hours as required		✓
Employees are the Council's greatest asset and through our SUPPORT we are expected to work together and demonstrate the following core behaviours: • Strengthen – our Communities • Understand – our children's needs • Protect – our vulnerable people • Promote – equality and diversity • Open and transparent – at all times • Respect – our environment • Treat – each other with kindness		

Guidance:

A factsheet on writing a person specification is available on Connect within the recruitment policy/procedure.