

PERSON SPECIFICATION

Benefits Officer

Essential	Desirable	Assess by
Knowledge and Qualifications		
5 GCSE level 9-4 (A-C) or equivalent. An in-depth awareness of a range of benefit services. Basic DBS clearance (DWP requirement).	IRRV benefits technician qualification / PINS qualification or equivalent. Level 1 Safeguarding (Adults).	Application/Interview
Experience		
Experience of providing specialist benefits knowledge in the following disciplines: Housing Benefit, Local Council Tax Reduction & Fraud. Knowledge of housing benefits/fraud related legislation and experience of its practical application. Knowledge of Council Tax Reduction Schemes Experience of positively interacting with customers who are distressed or angry. Experience of building working relationships with internal and external stakeholders.		Application/Interview

Skills and competencies		
Excellent communications skills and able to build effective working relationships and rapport with a diverse range of people. Able to work in collaboration with internal/external services to meet the housing needs of customers. Flexible approach to working hours to cover peak demands in the service. To have a positive attitude at work and create a positive atmosphere.	Experience of positively influencing multi-agency approaches to service delivery.	Application/Interview

All applicants with a disability who meet the minimum requirements for the role will be given an interview and will be considered on their abilities.