

PERSON SPECIFICATION

Job Title: Benefits Officer

	Essential	Desirable
Knowledge and Experience	Good knowledge of Housing and Council Tax Support legislation and statutory guidance.	Good knowledge of local government services. Knowledge of Council Tax and Housing Benefit. Other welfare benefits. Data Protection legislation.
Skills and Abilities:	Tact and sensitivity together with a confident personality and customer focussed attitude. Ability to analyse numerical and personal customer data. Good oral and written communication skills including writing formal letters to obtain information to enable benefit claims to be processed. Clear message taking on telephone calls, or customer interviews if enquiry cannot be resolved.	Word processing.
Education and Training (including on-the-job training)	Good standard of literacy and numeracy including basic computer literacy Previous welfare benefits knowledge and experience on assessment of claims.	GCSE or equivalent (grade A to C /Grade 4-9) in Maths and English. Working with Academy software
Key Competencies: Customer and community focus:	Communicating – using any means of communication relevant to the situation and time, encouraging dialogue, applying listening skills and	

<p>Providing quality, consistent and responsive customer service that responds to and values different cultural, physical and social needs</p> <p>Innovation, Challenge and Change: Continuously improving performance and activities, actively contributing to and promoting change</p> <p>Working Together: Working effectively with others to deliver and improve all council services</p> <p>Developing Capability: Ensuring everyone, including themselves, has the right knowledge skills and attitude to be effective in their role</p>	<p>being responsive.</p> <p>Customer Service Delivery – providing quality, consistent and responsive customer service.</p> <p>Knowledge sharing – contributing to and developing resources and systems for sharing knowledge, information and learning.</p> <p>Team working – working co-operatively and willingly with others to achieve a common objective by valuing and optimising the skills and contributions of all team members</p>	
<p>Other Requirements:</p>		