

PERSON SPECIFICATION

Benefits Officer

All the criteria below, both essential and desirable, will be assessed via your application form; further methods will be used to support this in the interview/selection stage should your application progress. Please refer to this document and the job description when completing your application, giving examples. A re-wording of the criteria listed will not guarantee an interview.

Method of Assessment: S - Scenario, I - Interview, P - Portfolio, T - Test, D – Documents

Qualifications and training

Method of Assessment – D, I

Essential:

- Minimum of five GCSEs including maths and English (or equivalent)

Desirable:

- A relevant professional qualification (IRRV Level 3 Certificate)

The New GCSE Grading System

- Grades 7-9 are equivalent to the old grades A and A*.
- The bottom of grade 7 aligns with the bottom of grade A.
- Grades 4-6 are equivalent to the old grades B and C.
- The bottom of grade 4 aligns with the bottom of grade C

Experience and knowledge

Method of Assessment – I,T,D

Essential:

- Experience of working in a customer focussed environment



Desirable:

- Experience of working in a finance environment

Specialist skills and abilities

Method of Assessment – I,T,D

Essential:

- Good knowledge of benefits legislation and working practises

Desirable:

- Knowledge of council tax legislation
- Knowledge of welfare benefits

Personal skills and attributes

Method of Assessment – I,T,D

Essential:

- Able to work effectively with colleagues from a range of backgrounds
- Able to analyse data effectively to oversee performance, identify trends and ensure timely corrective action is taken
- Ability to communicate complex information to customers and officers in a clear and concise manner both verbally and in writing
- A great communicator able to respond immediately, accurately and professionally to a wide range of customer queries by phone, e-mail or face to face as required.
- Ability to deal with customers from a wide range of backgrounds with sympathy and empathy
- Open, approachable, facilitative and persuasive
- Leads by example, inspires confidence and respect



- Encouraging, supportive and effective in working with people

Desirable:

- Understanding of Health and Safety requirements
- Knowledge of relevant legislation and able to anticipate and plan for future changes in legislation

Decision making impact and innovation

Essential:

- Proven record of responding to challenging but achievable targets for themselves and a team and performing well against those targets
- Self-motivated and driven to achieve and exceed both personal and team objectives
- Good team player

Special working conditions

Method of Assessment – I,T,D

Essential:

- Ability to work from home on a regular basis, with the requirement to attend your primary work base as and when required.

Desirable:

- *During a Pandemic, Epidemic or Major Incident or Emergency you may be asked to work from home or other location and on occasion to undertake duties that are not stated in your Job Description or Person Specification where there is a skill, competency, and experience match.*

