

**PERSON SPECIFICATION**

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| Post Title: Benefits Assessment Officer (Customer Contact and Assessments) | Post Number: RF567, RF571, RF509, RF584 & RF585 |
| Division: Revenues & Benefits | Grade: D |
| JE Ref: A136 | Date Revised: November 2021 |

This form sets the standard for the person needed for this job, and also suggests the questions to be asked at short listing and interview stages. The requirements are job-related and described using appropriate words and marked E (Essential) or D (Desirable) as appropriate. There will not necessarily be an entry in every box.

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|  | REQUIREMENTS | | **ESSENTIAL (E) OR DESIRABLE (D)** | | MEASUREMENT **(SEE BELOW)** | |
| EXPERIENCE | Experience of working in local authority benefits administration.  Experience of working with Civica Housing Benefits and Council Tax Benefits Software. | | D  D | | 1 & 3  1 & 3 | |
| **SKILLS REQUIRED** | Able to use Microsoft Office packages such as Word, Excel and Outlook in order to input and retrieve data.  Communication skills – Verbal – To be able to deal with face-to-face and telephone enquiries in an efficient, polite and sensitive manner.  Communication skills – Written – To deal efficiently and effectively with all forms of written communication.  Interpersonal skills – To work well within a team to complete tasks.  Organisational skills – To be able to prioritise workloads to enable deadlines to be met. | | E  E  E  E  E | | 1 & 3  1 & 3  1 & 3  3  1 & 3 | |
| **SKILLS REQUIRED** | Able to work accurately and to tight deadlines.  Able to assimilate complex and changing legislation. | | E  E | | 1 & 3  1 & 3 | |
| **KNOWLEDGE BASE** | A good knowledge of Housing Benefit and Council Tax Benefit legislation.  A basic knowledge of other State administered benefits. | | D  D | | 1 & 3  1 & 3 | |
| QUALIFICATIONS / TRAINING | GCSE’s at Grade C or above, including English and Mathematics, or equivalent academic or vocational experience. | | E | | 1 & 4 | |
| **ATTITUDE / MOTIVATION** | Committed Team Player who can also work on own initiative to complete tasks and achieve targets.  Flexible and adaptable.  Committed to providing quality customer focused services.  Willing to undertake training and development to gain detailed knowledge of Council Tax and Housing Benefits. | | E  E  E  E | | 1 & 3  3  3  3 | |
| **OTHER REQUIREMENTS** |  | |  | |  | |
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| MEASUREMENT | **1. from application form** | **2. By test after short listing** | **3. Probing at interview** | **4. Documentary evidence** | | **5. Other (Please specify)** |

Total number of essential criteria measurable from application form = 8

Total number of desirable criteria measurable from application form = 4