

**Welfare Benefits Adviser**  
**Person Specification**

**We want the postholder to be able to demonstrate the following competences to a high level and want to use these to the full in their work. We will be looking for evidence of all the following key competences during the selection process, if you are shortlisted**

<ul style="list-style-type: none"> <li>▪ Personal effectiveness</li> <li>▪ Organisation and delivery of results</li> <li>▪ Proactivity and initiative</li> <li>▪ Creativity and innovation</li> <li>▪ Self-development</li> <li>▪ Communication</li> </ul>	<ul style="list-style-type: none"> <li>▪ Managing self and relationships with others</li> <li>▪ Team working and co-operation</li> <li>▪ Customer and client focus &amp; managing diversity</li> <li>▪ Maintaining and using systems</li> </ul>
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**Specific Requirements**

**1. Previous Experience**

- 1.1 Comprehensive knowledge of the law relating to all Social Security Benefits.
- 1.2 Significant experience of Welfare Rights advice work either paid or unpaid.
- 1.3 Experience of maintaining and reviewing case management systems.
- 1.4 A working knowledge of housing and debt related issues.

**2. Special Knowledge and Job Requirements**

- 2.1 Ability to maintain enthusiasm for a high level of contact with clients on a day to day basis.
- 2.2 Good oral and written communication skills
- 2.3 Ability to work under pressure and to prioritise and balance work tasks effectively
- 2.4 Ability to work flexibly as a member of a team
- 2.5 Self-motivated and able to work on own initiative
- 2.6 Able to develop and maintain networks with key stakeholders and partners
- 2.7 A non-judgemental approach to working with vulnerable people.
- 2.8 Commitment to provision of excellent customer service
- 2.9 Be driven to improving performance and service to clients
- 2.10 Willingness to develop in the role
- 2.11 An understanding of and commitment to Diversity & Equality as it applies to a supportive service and in the workplace.

**3. Additional Job Requirements**

- 3.1 Willingness and ability to work outside of shift on occasion.
- 3.2 Willingness to work flexibly in response to changing organisational requirements.