

Designation:	Technical Benefits Officer
Grade:	Stroud 4
Responsible to:	Senior Benefit Officer
Service Area:	Revenues and Benefits
Post Number:	

ESSENTIAL CRITERIA

QUALIFICATIONS

- At least 5 GCSEs (A to C grades) including Maths and English or equivalent

EXPERIENCE

- 5 years minimum experience of working in Housing Benefit and/or Council Tax Support
- Experience of dealing with the public via telephone and face to face
- Experience of staff management

SKILLS & KNOWLEDGE

- Basic numeracy skills
- Good written and verbal communication skills
- Proficient in the use of IT; especially MS word and excel
- Good knowledge of legislation governing Housing Benefit / Council Tax Support
- An understanding of administrative processes and systems

PERSONAL ATTRIBUTES

- Flexible, adaptable approach to work
- Excellent interpersonal skills
- Able to work to changing business needs and priorities
- Is approachable, personable and persuasive
- Strong team player but also act on own initiative
- Willing to learn and take on extra duties and responsibilities as required

OTHER

- Committed to working for an employer that values diversity and equality of opportunity

DESIRABLE CRITERIA

QUALIFICATIONS

- Experience of working with the public and / or in office environment

EXPERIENCE

- An understanding of the work of local government
- Extensive experience working in Housing Benefit and Council Tax Support

SKILLS & KNOWLEDGE

- Full valid driving license
- Working knowledge of Civica Open Revenues Software

CORE COMPETENCIES

1. Effective Communication

You will be able to communicate clearly and effectively with a diverse range of people.

You can vary your communication dependant to your customer, using effective listening with the ability to persuade and influence where appropriate.

2. Customer Service

You are able to deliver the highest quality of service to our customers, both internal and external.

You will strive to deliver a consistently high quality service, with commitment o understanding and meeting their needs, inline with policies.

3. Working Together

You will be able to work co-operatively with colleagues and partners to achieve results and develop good working relationships.

You will be able to focus on the development of yourself and colleagues in order to enhance performance, motivation and ability to change.

4. Innovating

You will be able to seek better, more effective ways of delivering services.

5. Accepting Change

You will be able to adapt to new work challenges and situations, adopting a positive attitude to change.

6. Supporting the delivery of SDC priorities

You will be able to demonstrate an understanding of and commitment to the Council and its Services.

You will be able to demonstrate how your work supports and meets the needs of the service.