

<b>Post Title:</b>	Benefits Officer
<b>Grade:</b>	Stroud 3
<b>Responsible to:</b>	Senior Benefit Officer
<b>Service Area:</b>	Revenues and Benefits
<b>Post Number:</b>	

## ESSENTIAL CRITERIA

### QUALIFICATIONS

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

### EXPERIENCE

- 12 months minimum experience of working in Housing Benefit and/or Council Tax Support
- 12 months clerical / admin experience
- Experience of dealing with the public via telephone and face to face

### SKILLS & KNOWLEDGE

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

### 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
- Must pass advanced CRB check

## DESIRABLE CRITERIA

### QUALIFICATIONS

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

### EXPERIENCE

- An understanding of the work of local government

### SKILLS & KNOWLEDGE

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

## CORE COMPETENCIES

### **Effective Communication**

You will be able to communicate clearly and effectively with a diverse range of people.  
You can vary your communication depending on your customer, by using effective listening skills and with the ability to persuade and influence where appropriate.

### **Customer Focus**

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

You will strive to deliver a consistently high quality service, with commitment to understanding and meeting customer needs, in line with policies.

### **Working Together**

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

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

### **Innovating**

You will continuously seek better and more effective ways of delivering services.

### **Accepting Change**

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

### **Supporting the delivery of SDC priorities**

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

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