

PERSON SPECIFICATION

Welfare Benefits Officer		
Criteria	Essential	Desirable
SKILLS and EXPERIENCE		
Detailed up to date knowledge of the welfare benefits system, legislation and practise.	✓	
A minimum of 12 months recent experience of service delivery	✓	
Experience of using case managements systems and managing a caseload	✓	
The ability to communicate complex information effectively	✓	
Experience of working in partnership with support agencies and partner stakeholders		✓
Seeks continuous improvement, focused on achievement	✓	
Excellent ICT skills	✓	
QUALIFICATIONS		
Relevant Housing or vocational qualification		✓
BEHAVOURS/ORGANISATION MATCH		
Creative - wants to bring innovative ideas	✓	
Connected - wants to increase knowledge and understanding	✓	
Courageous - wants to make / challenge decisions	✓	