

# Job Description and Person Specification



## Job Description

<b>Job Title</b>	Welfare Benefits Advisor
<b>Grade</b>	5
<b>Service</b>	Customer Services
<b>Reports to</b>	Customer Services Team Manager
<b>Location</b>	Agile
<b>Job Evaluation Code</b>	P1001D



## About Coventry City Council

**Who we are:** At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

**Our aim is simple** – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

**Our Values:** We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



## About the Service your team will provide

### Purpose of the role / Output

Working as a member of the Community Support Team to provide a high-quality welfare benefits advice, interviewing / outreach and visiting service to the public, voluntary and statutory agencies and a pro-active service to promote the take up of welfare benefits.

## Main Duties & Key Accountabilities

### Core Knowledge

- Liaise with referred customers / organisations to the service offering advice and maximising access to the full range of welfare benefits.
- Organise and undertake home visits or personal interviews, if appropriate, in order to offer advice and information and complete benefits claim forms.
- Foster and maintain links with voluntary and statutory organisations.
- Maintain accurate case records, undertake regular follow up work and monitor results.
- Correspond with customers and voluntary and statutory organisations in a clear and accurate manner.
- Assist with the development of efficient and effective procedures and policies.
- Undertake training and personal study time on a regular basis and keep up to date with current legislation and developments in the field of welfare benefits.
- Adopt a proactive approach to the take up of benefits by identifying areas of need and organising and participating in take up campaigns.
- Assist with the production and display of publicity materials to promote the service throughout the city. Attend presentations to client groups and partner organisations to raise awareness of welfare benefits.
- Responsible for organising own workload and prioritising work to ensure duties are carried out satisfactorily.

- Assist with the development and implementation of new technology.
- To promote, communicate and help deliver corporate plans and Coventry Connects strategy, with a focus on improving quality of service, access and efficiency.
- Any other duties and responsibilities within the range of the salary grade.

## Key relationships

External	Internal

## Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

### **Smoke Free**

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

### **Training**

The postholder must attend any training that is identified as mandatory to their role.

## Responsible for:

**Staff managed by postholder:**

N/A

## Person specification

<b>Job Evaluation Code</b>	P1001D
<b>Knowledge</b>	
Extensive knowledge and understanding of welfare benefits and related issues.	
Working knowledge of Microsoft Word, Excel, Outlook and database packages.	
Appreciation of the need to undertake regular training and maintain up to date knowledge of welfare benefits.	
Appreciation of the need to make a positive contribution to the development of the service	
Appreciation of the need to perform duties in accordance with corporate and departmental policies.	
<b>Skills and Abilities</b>	
Excellent communication skills, both verbal and written.	
Good listening skills and ability to interpret and record sensitive and complex information.	
Able to communicate effectively and confidently with people from a wide range of backgrounds.	
Able to foster and maintain positive links with voluntary and statutory organisations.	
Able to organise and prioritise work with the minimum of supervision.	
Basic computer skills.	
Ability to work as part of a team.	
Ability to adapt to a flexible working pattern.	
Ability to project a positive and professional image.	
Ability to complete lengthy claim forms in a clear and well-reasoned manner.	
Ability to identify and organise ways of encouraging benefit take up.	
<b>Experience</b>	

Minimum of 2 years' experience of working in a welfare benefits advice work setting.
Experience of dealing with the public in a service delivery environment
Experience of completing benefit claim forms.
Experience of benefit take-up work.
Experience of working within a team with measurable targets and deadlines.
<b>Qualifications</b>
High standard of numeracy and literacy.
Advice and guidance certification – NVQ Level 3 equivalent
<b>Special Requirements</b>
This post is exempt from the provisions of the Rehabilitation of Offenders Act 1974. A Criminal Record Disclosure will be required prior to appointment.

<b>Date Created</b>	December 2021	<b>Date Reviewed</b>	May 2023
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