

 WOKINGHAM BOROUGH COUNCIL	Job Description		Job Reference
			711495
Job Title	Welfare Assessments Advisor		
Service	Income & Assessments	Team	Welfare Assessments
Location	Shute End/Home Working		
Reports to	Senior Welfare Assessments Officer		
Responsible for	n/a		
Grade	5	Date	
Type of Position	Full Time (Fixed Term 2 Years)	06/11/2024	
<p>This job description has been designed to indicate the general nature and level of work required of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list and the line manager may vary duties from time to time which do not change the general character of the job or the level of responsibility entailed.</p>			
<p align="center"><u>Service Purpose</u></p>			
<p>To maximise collection of Council Tax and Business Rates revenue, housing benefit overpayments or sundry debt by utilising the most appropriate method of recovery. Including attachment of earnings/benefits, charging orders, instructing enforcement agents, and other available means.</p> <p>To represent the council at Magistrates Courts; hearings relating to collection of Council Tax and Business Rates.</p> <p>To support those in financial difficulty by paying housing benefit, Council tax reduction or by providing the appropriate advice and support relating to other welfare benefits.</p>			
<p align="center"><u>Purpose of the role</u></p>			
<p>To work effectively and collaboratively with teams within Income & Assessments to ensure the service is responsive and meets the appropriate needs of its residents, customers, and other users of the Council's services. Supporting individuals with queries in relation to Benefits & Council Tax and responding to the needs of vulnerable residents and where necessary make appropriate connections and referrals for additional services and support</p>			
<p align="center"><u>Main Accountabilities</u></p>			
1	Provide an expert service to residents in the areas of Welfare Benefits (including Housing Benefit), and other statutory and discretionary benefits, schemes, and options.		
2	Providing advice and input to the delivery of excellent customer service working with other team's with the Local Authority to provide seamless services to customers.		
3	Work efficiently in partnership with other agencies, contractors, and organisations with an understanding of		

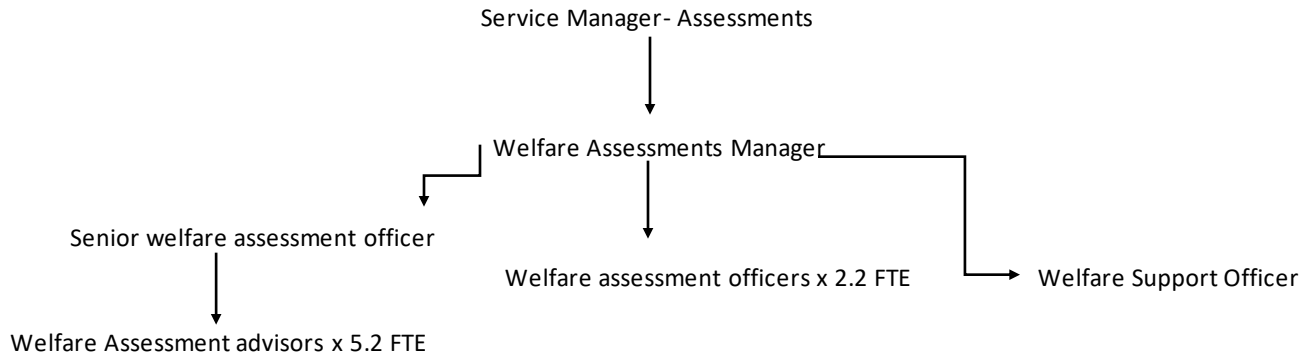
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	conflicting or complementary agendas and how to best work in unison.
4	Process concessionary fares applications
5	Support the administration of Housing Benefit & Council Tax Reduction claims
6	Respond to the needs of vulnerable residents and where necessary make appropriate connections and referrals for additional services and support
7	Make routine autonomous decisions with confidence and professionalism
8	Participate with colleagues and partners in a manner that encourages quality, cooperation, and solution-based actions.
9	Provide comprehensive and effective communication via, for example, letter, memo, action plans, case records, email, and phone.
10	To Support cross ways of working to ensure a more efficient and streamlined service.
11	To take responsibility for own performance, taking a proactive stance to ensure meets or exceeds standards expected in the service
12	Contribute to the development of service action plans, to ensure that an excellent high quality service is delivered.
13	Manage health & safety issues in your area of responsibility in line with the relevant section(s) of the Health & Safety Policy
14	Your duties may vary from time to time within the broad remit of your role & grade. You are required to undertake any such reasonable and appropriate duties.
Supervision Received	Directly reports to Senior Welfare Assessments Officer
Supervision Given	n/a
Contacts & Working Relationships	<p>Main Internal Contacts – Benefits Team, Housing Needs, Council Tax Department, Rents team, Anti-Poverty Officers</p> <p>Main external contacts - Department for Works & Pensions, Citizens Advice Bureau, Transform Housing, Foodbanks and other charitable organisations</p>
Management of resources or budget	n/a
Special Factors	

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Organisation Chart

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Person Specification

Focus on describing the qualifications, skills, knowledge and experience an individual will require to successfully undertake the role. These should be split between essential and desirable.

Qualifications	Essential	Desirable
Educated to Good GCSE standard (5 x Grades A -C or equivalent)	X	
Technical Skills.	Essential	Desirable
Excellent IT Skill (MS Office Suite: Word, Excel, Outlook)	x	
Strong Customer Care Skills including verbal reasoning skills and the ability to put customers at ease and explain complex procedures effectively.	x	
Ability to work well with people at all levels within and outside the organisation and be an advocate and representative of the service.	x	

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Ability to make appropriate routine decisions with autonomy and confidence		x
Knowledge	Essential	Desirable
Basic understanding of welfare benefits legislation	x	
Ability to work with an empathetic nature and understand the client's needs	x	
Experience	Essential	Desirable
Experience of working within a Welfare Benefits Environment		x
Experience of working under pressure in a busy office environment		x
Completed by:	Clare Fell	Date: 06/11/2024

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