

**EMPLOYEE
SPECIFICATION**

Closing Date:

Dept: Customer Services		Section: Revenues and Benefits Shared Service	
Post No: CURV05042	Designation: BENEFITS OFFICER		Grade: 5 SCP: 8 - 11

Qualification:

- (E) Good standard of general education.
- (E) 4 GCSE "O" Level passes including English Language and Mathematics, or equivalent qualification/experience

Knowledge/Skills/Abilities:

- (E) Knowledge of Benefits Legislation, Council Tax Support rules & Council Tax.
- (E) PC and Keyboard Skills.
- (E) Ability to achieve targets.
- (E) Numeracy skills.
- (E) Ability to communicate with management staff and the public.
- (E) Ability to be flexible, work under pressure to strict time scales and under minimum supervision.
- (E) Skills in Customer Care.
- (D) Use of computerised systems including Microsoft Office products and Document Management systems.
- (D) Knowledge of Academy Benefit / Revenues products.

Experience:

- (E) Dealing with members of the public in a Local Authority or similar environment.

Special Requirement:

- (E) Contribute to team's objectives and support service improvements.
- (E) Smart and presentable.
- (E) In order to provide the required level of service for the public, variations to the general flexi-time system may be applied as the situation dictates.

NB E Essential
D Desirable

Date Produced: December 2021