

## Person Specification

<b>Job Title</b>	Head of Advice & Benefits (maternity cover)
<b>Grade</b>	PO10
<b>Service/Section</b>	Advice & Benefits
<b>Directorate</b>	Resources

**Shortlisting Criteria:** Essential criteria assessed via application form should be used to shortlist.

<b>Criteria</b>	<b>Essential/ Desirable</b>
<b>Knowledge</b>	
Strong understanding of relevant national welfare policy relating to debt and welfare benefits, welfare reform and financial security.	D
In-depth knowledge of Housing Benefit regulations, council tax support schemes and local government finance and subsidy frameworks.	D
Knowledge of budgetary control, resource allocation, efficiency programmes and benefits realization approaches	E
<b>Skills and Abilities</b>	
Strategic leadership with the ability to set vision and shape service models	E
Ability to embed service transformation, improve outcomes, and foster a culture of excellence.	E
Strong collaboration skills with internal stakeholders the voluntary sector.	E
Confident communicator, sensitive to diverse audiences including councillors, boards, and the public.	E
<b>Experience</b>	
Senior leadership experience in a benefits or welfare related service.	E
Operational management of front door/access, welfare or benefits related services, and multi-disciplinary functions.	D
Responsibility for service-level budgets, cost improvement programmes, and financial sustainability.	D

Proven track record in service transformation and embedding outcome-focused practice.	D
Oversight of professional development, workforce planning, and the creation of resilient and high-performing teams.	E
<b>Equal Opportunities</b>	
Understanding of and commitment to the Council's equal opportunities policies and ability to put into practice in the context of this post.	E
Understanding of and commitment to achieving the Council's staff values and ability to put into practice in the context of this post.	D