

Note to candidates

All of the criteria marked (S) will be used for shortlisting purposes. You should attempt to describe how you meet these criteria in the 'Supporting Information' section of the application form, giving examples. Only candidates who can clearly demonstrate how they meet these criteria will be offered an interview, where criteria marked (I) will be tested.

JOB TITLE: Benefits Service Manager

Category	Post Requirements	
	Essential	Desirable
Education	<ul style="list-style-type: none"> Relevant professional or management qualification, or equivalent by experience (S) 	<ul style="list-style-type: none"> Information, Advice and Guidance (IAG) qualification
Experience	<ul style="list-style-type: none"> Proven experience of service/ project development (S&I) Experience of managing and supervising staff and/or volunteers (S&I) Excellent understanding & experience of database management systems (S&I) Significant experience of providing benefits advice, guidance and support (S&I) Providing services for people with mental health needs (S&I) Experience of influencing to effect change (I) 	<ul style="list-style-type: none"> Experience of welfare benefits campaigns work Experience working on development of volunteer led projects Experience of Advice quality standard
Skills, Knowledge & Abilities	<ul style="list-style-type: none"> Understanding of and commitment to Equity, Diversity and Inclusion (S) Ability to think and plan strategically(S&I) Ability to achieve continuous improvement in service delivery (S&I) Ability to lead and motivate teams and understanding of service transformation (S&I) Good understanding of the needs of people with mental health needs (S&I) Excellent knowledge of the Welfare Benefits system (S&I) Working knowledge of relevant legislation and understanding of wider national/political context of benefits system (S&I) Good organisational/administrative skills and ability to effectively manage a complex workload (S&I) 	<ul style="list-style-type: none"> Knowledge of wider benefits support provision at local level (South East London) Experience of supporting teams across multiple pathways

S = Assessed at shortlisting stage

I = Assessed at interview stage