

Person Specification

Job Title	Housing Benefit Outreach Officer
Grade	S02
Service/Section	Temporary Accommodation
Directorate	Housing Safer Communities

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

Criteria	Essential/ Desirable
Knowledge	
1. Ability to accurately estimate Housing Benefit/Council Tax Benefit in accordance with the Housing Benefit/Council Tax Benefit Regulations and explain the outcomes to customers.	E
2. Demonstrate an ability to maximise claimant's income through additional benefits and the discretionary areas of the Housing Benefit/Council Tax Benefit Scheme.	E
3. Demonstrate an awareness of Housing Benefit/Council Tax Benefit Fraud and its prevention.	E
4. Understanding of Benefit issues relating to homelessness and management of temporary accommodation.	E
Skills and Abilities	
5. Demonstrate an ability to prioritise and organise own workload and work independently.	E
6. Show an ability to liaise effectively with Housing Benefit teams, Council Departments and external agencies as appropriate.	D
7. Ability to interview customers in their own homes, giving due consideration to Health & Safety issues.	E
8. Ability to carry out detailed enquiries and arrange for supporting evidence on applications and to update computer records accordingly.	D
9. Demonstrate an ability to communicate effectively and explain complex calculations and legislation, both verbally and in writing.	D
10. Demonstrate an ability to work effectively as a member of a team.	D
11. Ability to deliver services to the public in general and to vulnerable people with specific needs in particular.	D
12. Possession of a full clean driving license and the use of their own fully roadworthy vehicle.	E
Experience	

13. 2 years' experience in a front line Customer Services environment, e.g. a bank.	D
14. A good standard of secondary education with passes at GCSE level (grades A to C).	E
15. 12 months experience in a related Benefits environment e.g. Benefits Agency, Job Centre Plus, DWP, Social Security Office, Advice Centre.	E
16. Experience of using computerised systems to provide information to customers.	E
17. A satisfactory record of attendance over the past 24 months.	D
Equal Opportunities	
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.	E