

**Job Description**

**Job Title: Benefit Cap Advisor**

**Salary Grade:** Grade 3

**SCP:** 18 - 21

**Job Family:** Business Support

**Job Profile:** BS4A

**Directorate:** People services Directorate

**Job Ref No:**

**Work Environment:** Agile

**Reports to:** WelfareReform Manager

**Number of Reports:** 0

**Purpose:**

To provide a range of specialist, clerical, or financial support services in line with associated regulations, policies and best practice.

**Key Responsibilities:**

* Profile and register identified customers affected by the Benefit Cap to be able to target support and work with customers
* Engage with identified customers to explain the Benefit Cap and create a support /action plan
* Deliver effective case management across including case recording , completing monitor and returns as well as managing recall and customer contact
* Offer basic advice and support in relation to budgeting support, digital skills/access, benefit advice and employment support
* Offer a range of additional signposting/referral options to services /support including (but not limited to) budgeting support, digital skills/access, benefit advice and employment support
* Work closely with a range of partners/agencies including landlords and social housing providers to deliver a holistic service to tackle a range of needs and develop opportunities with customers for training and employment
* Work closely with the Job Centre Plus when required, undertaking job searches for specific customers as well as identifying appropriate customers to refer into the Work Programme
* To plan ,organise own workload working to targets and deadlines reprioritising tasks when required
* Monitor and report on the impacts of Benefit Cap across the city