**Person Specification**

**Job title: Welfare Rights Officer**

**Note to applicant - You should pay particular attention to the essential criteria below and provide evidence of how you consider you meet them as part of your application. Failure to do so may mean that you will not be shortlisted.**

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| **Essential Criteria** | **Method of Assessment** |
| **Experience** | 1. Experience of delivering welfare rights advice- benefits debt and employment
 | Application Form/Interview |
| 1. Experience of preparing cases and providing representation at social security appeal tribunal hearings
 | Application Form/Interview |
| **Skills, Knowledge, Ability (including ability** **to develop knowledge,** **skill or experience)** | 1. Ability to develop further knowledge, and some experience of Representation in the Employment tribunals

and County Court | Application Form/Interview |
| 1. Ability to communicate effectively verbally, in person or over the telephone, and in writing to share and obtain information; includes listening to others to assess requirements in order to respond appropriately and efficiently
 | Application Form/Interview |
| 1. Able to effectively use a PC to prepare documents, record information or input data
 | Application Form/Interview |
|  | 1. A willingness to take action and to make decisions with regard to case work issues and management of case load.
 | Application Form/Interview |
|  | 1. Able to work at a fast pace and cope well with a higher level of workload showing an ability to adapt to changes in colleagues, settings and working environment
 | Application Form/Interview |
|  | 1. Able to pay attention to detail and see tasks through to completion, ensuring they are completed on time or to deadlines and to a high degree of accuracy.
 | Application Form/Interview |
|  | 1. Be able to adapt behaviour to suit the situation or customer
 | Application Form/Interview |
|  | 1. Able to take a long-term perspective, sets goals, and evaluates the impact of ideas and policy decisions made by government and other agencies
 | Application Form/Interview |
| **Work Related Circumstances/****Values of the Council** | Commitment to Equal Opportunities | Interview |
| Compliance with health and safety rules, regulations, and legislation | Interview |
|  | Ability to meet the travel requirements of the post | Interview |
|  | The ability to work outside of normal working hours to meet the needs of the service, and be flexible in own working arrangements according to the demands of the post | Interview |