

Part A

The following criteria (experience, skills and qualifications) will be used to short-list at the application stage:

Essential

- Relevant experience, for example in a benefit, advice or social care setting
- Experience of working with the public
- Experience of extracting and evaluating information
- Experience of working in partnership
- Able to work on own initiative and as part of a team
- Able to manage a caseload of complex welfare rights cases
- Able to staff a consultancy telephone service
- Able to provide information and training to a range of audiences
- Able to advise, assist and represent claimants up to tribunal level
- Good written and oral communication skills
- Up to date knowledge of current relevant law, practice and procedures and able to maintain that knowledge
- Structured and organise approach to work and ability to meet tight deadlines
- Flexible approach to work, location, duties and hours
- Commitment to equal opportunities, financial inclusion and partnership working

Desirable

- In depth knowledge of welfare benefits
- Experience of financial inclusion initiatives
- Driving licence

Part B

The following criteria will be further explored at the interview stage:

- Relevant experience, for example in a benefit, advice or social care setting
- Experience of working in partnership
- Ability to work on own initiative and as part of a team
- Ability to manage a caseload of complex welfare rights cases
- Ability to provide information and training to a range of audiences
- Ability to advise, assist and represent claimants up to tribunal level
- Good written and oral communication skills
- Up to date knowledge of current relevant law, practice and procedures
- Structured and organised approach to work and ability to meet tight deadlines
- Flexible approach to work, location, duties and hours
- Commitment to equal opportunities, financial inclusion and partnership working

Additional Requirements