

WHERE  
CAREERS  
THRIVE

When potential  
is unlocked,  
talent *thrives*



West  
Northamptonshire  
Council

Job description and person specification

## Welfare Benefits Adviser

Revenues and Benefits, Finance

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.



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## **Purpose and impact:**

To provide a full and comprehensive welfare benefits advice service in respect of people being offered services by the Council for residential or domiciliary care. To maximise the income of service users and the Council by providing advice and assistance on appropriate Welfare Benefits.

## **Accountable to:**

This role is accountable to the Senior Debt and Welfare Benefits Officer. The role sits within Revenue and Benefits Services, part of the Finance Directorate in West Northamptonshire Council.

## **Responsibilities:**

1. Provide advice, information and where necessary practical assistance in making timely claims for welfare benefits to ensure that income is maximised. Information and support will be provided over the telephone, in writing or email and face to face through home visits.
2. Provide information on the Council's Contribution to Care policies for both residential and domiciliary care. Have an understanding of the relevant legislation, guidance and policies and how any welfare benefits claimed and awarded impact on a person's contribution to these services. Demonstrate a commitment to continuous improvement by accessing development opportunities, keeping up to date with changes to benefit and contribution policies and legislation by reading relevant publications and attending training sessions.
3. Check the award of welfare benefits, advising the financial assessment service in a timely manner so that a re-assessment of a person's contribution can be completed. Provide support and advice with complex cases as required to the Financial Assessment service and its customers.
4. Collect and collate information on the number of claims made for individual benefits and the outcome of these claims, for the benefit take up achieved to be recorded. Manage own workload, processing high quality information / data accurately and in a timely manner.
5. Liaise with government and partner organisations to establish best practice and develop support and training networks in local communities in line with localism agenda.
6. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications.
7. Embed customer service excellence within the team through contributing to the design of customer focussed processes, active participation in one-to-one meetings / the PADP process and own behaviours.
8. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.

9. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

## Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

Skills and abilities:	Essential / Desirable	Measured by
Ability to understand relevant legislation, regulations and procedures in relation to charging for Adult Social Care and explain complicated information to people in a concise way	E	A, T, I, D
Ability to work with internal and external clients to gather or provide information to advise and support benefit claims and/or financial assessments	E	A, T, I, D
Ability to communicate effectively, face to face, in writing and by telephone with different groups. Be able to influence and negotiate when advising and supporting customers and service users	E	A, T, I, D
High level of numeracy and literacy. Ability to write clear and concise reports	E	A, T, I, D
Ability to manage and prioritise own workload whilst at the same time work effectively as part of a team	E	A, T, I, D
Ability to travel to visit service users	E	A, T, I, D
<b>This is applicable to all roles in WNC that are required to use IT equipment:</b> Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.		A/T/I

Knowledge:	Essential / Desirable	Measured by
Extensive knowledge of the state welfare benefits and tax credit systems	E	A, T, I, D
Excellent IT skills with good knowledge of Microsoft Office applications	E	A, T, I, D
Knowledge of the Care Act 2014 and Social Care Policies and legislation	D	A, T, I, D

Relevant experience:	Essential / Desirable	Measured by
Experience of working independently scheduling and prioritising own work to meet service requirements	E	A, T, I, D
Proven customer service background with experience of conflict resolution, negotiation and diplomacy skills	E	A, T, I, D
Experience of working in a customer focused role in a fast-paced environment	E	A, T, I, D
Experience of providing welfare benefits advice and form completion	E	A, T, I, D
Experience of supporting people who may find it difficult to express themselves	D	A, T, I, D

Education, training and work qualifications:	Essential / Desirable	Measured by
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Educated to GCSE Grade C or above or experience gained in a similar or related working environment. Subject Maths and English	E	A, T, I, D
Full Driving Licence	E	A,I,D

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

**Additional pre-employment checks specific to this role include:** Enhanced Disclosure.

## Day-to-day in the role:

<b>Hours:</b>	37	<b>Primary work base:</b>	One Angel Square
<b>Job family band:</b>	Professional Support	<b>Worker type:</b>	Flexible
<b>Salary range:</b>	£29,060- £30,712	<b>Budget responsibility:</b>	N/A
<b>People management responsibility:</b>	N/A		

### Working conditions & how we work:

This role has been identified as a flexible worker type; this means that you will be able to carry out the majority of your work remotely. You will come into the office for meetings and may need to work from other work locations and also be able to carry out home visits.

## Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

<b>T</b> Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
<b>H</b> High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
<b>R</b> Respect	we respect each other and our customers in a diverse, professional and supportive environment.
<b>I</b> Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
<b>V</b> Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness

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**E** Empower

we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

**"Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture"**

# When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

## The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

