

Job Description

Job Title	Welfare Assistance Support Officer
Directorate	Finance & Resources
Service Area	Transactional Services
Grade	4
Competency Level	Level 1
Salary	£27,254 – £31,022
Job Type	Hybrid
Location	Cunard Building
Disclosure and barring service (DBS)	Basic & BPSS
Job Evaluation Ref No	

Job Purpose

To provide a comprehensive support service for the welfare assistance team to enable them to obtain their full benefit entitlement, and to fully contribute to reducing poverty and deprivation within the city.

Directly Responsible For:

No staffing responsibilities

Directly Responsible To:

LCSS Team Leader

Main Areas of Responsibility:

- Carry out administrative support duties related to the provision of all welfare assistance schemes administered by Transactional Services including managing and allocating referrals, arranging customer appointments where appropriate, dealing with emails and managing customer requests for call-backs
- Provide an initial verification of applications by gathering available information from the casework system
- Provide initial advice on the full range of welfare benefits for customers by telephone or letter, and identify when referral to a Welfare Assistance Officer is appropriate
- Identify and appropriately refer or signpost customers who require specialist advice in areas other than benefits, including debt advice
- Ensure regular contact is maintained with all Welfare Assistance Officers in line with health and safety procedures
- Effectively use relevant ICT systems and assist in the creation, development and maintenance of records, files and statistical information
- Assist with the development and maintenance of procedures and codes of working practice to form part of a comprehensive quality approach to service delivery
- Maintain overview of relevant policy and practice in the Local Authority, particularly those of Social Services, Housing, Finance, the DWP and the Inland Revenue
- Maintain working knowledge of welfare assistance schemes and referral routes

- Create and maintain good working relationships with other internal services, agencies and professional staff
- Keep records of all work undertaken in accordance with the requirements of the service and provide statistical information
- Participate in the service's general publicity and promotional activities as appropriate
- To participate in all aspects of training and development as directed and to use all relevant learning opportunities to improve personal skills so as to improve effectiveness and efficiency of service delivery
- To work flexibly in the interests of the service and its development
- Ensure that all work functions and where appropriate, line management responsibilities, are undertaken in accordance with all related Health and Safety legislation and relevant codes of practice
- Undertake, wherever required other responsibilities and duties including work related to 3rd party external business, where this is commensurate with the grade of the post. This may entail working from other locations
- Responsible for ensuring that all duties and responsibilities comply with all statutory requirements and with Standing Orders and Financial Regulations

Supervision and Management Responsibility:

- None

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- Some visiting to residents homes

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally.
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills

required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level 1

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- 5 GCSEs including Maths and English or equivalent qualification/experience (A)

Desirable

- Welfare Rights training
- Full driving licence

Experience

Essential

- Experience of providing information and advice in an advice setting or experience of administering benefits (A)
- Experience of working with a number of different agencies (A)
- Experience of dealing with members of the public (A/I)
- Experience of collating statistics on work undertaken and presenting conclusions (I)

Desirable

- Experience of operating software applications within Microsoft Office



Skills/Abilities

Essential

- Ability to communicate orally and in writing with a wide range of people (I)
- Ability to respond to customer issues and initiate solutions in a positive manner (I)
- Ability to work within agreed procedures and secure high quality service delivery (I)
- Ability to work flexibly and as a member of a team (A/I)
- Ability to maintain and use records, files and statistical information (A)
- Ability to extract and provide statistical information to ensure Service Level Agreements are maintained (A)
- Ability to work with minimum supervision and to use initiative (I)
- Well organised and able to respond positively to conflicting service priorities (I)

Desirable

- Working knowledge of welfare benefits and tax credits

Commitment

Essential

- Practising and promoting equality of opportunity and non-discriminatory practices (A)
- Working within Health & safety regulations (I)
- Willingness to undertake training as and when required (I)

Desirable

- Willingness and ability to work unsocial hours if required to meet needs of customers
- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council

Other

Essential

- This post is subject to a Disclosure and Barring Service (DBS)