

Job Description

Job Title	Welfare Assistance Officer
Directorate	Finance & Resources
Service Area	Transactional Services
Grade	5
Competency Level	1
Salary	£32,046 - £36,581
Job Type	Hybrid
Location	Cunard Building
Disclosure and barring service (DBS)	Basic DBS/BPSS
Job Evaluation Ref No	

Job Purpose

As a Welfare Assistance Officer, you will play a pivotal role in Liverpool's commitment to providing compassionate, empathetic, practical support to residents experiencing financial crisis. You will triage both Liverpool Citizen Support Scheme (LCSS) and Crisis Response Fund (CRF) applications, assessing urgent needs and making fair, timely decisions in line with Council policy, whether that involves providing emergency help with essential household items, utilities, or a pay point voucher. In addition, you will identify where applicants may benefit from wider assistance, signposting them to additional



services and making referrals to ensure residents receive holistic, wrap-around support that upholds dignity and promotes long-term resilience.

Directly Responsible To:

Welfare Assistance Team Leader

Main Areas of Responsibility:

- To carry out administrative duties related to the administration of the local welfare provision Liverpool Citizens Support Scheme (LCSS) Crisis and Resilience Fund (CRF) and Green Bins
- To consistently take personal ownership of individual applications until resolved and awards are determined. This may require liaising with external agencies (and internal departments) including HMRC, DWP or landlords
- To sensitively assist customers and their representatives contacting the service, who may be in personal crisis and distress
- To identify immediate needs for financial support for essential items, including meeting urgent basic subsistence and domestic needs for furniture and household appliances and goods. To determine awards based on these needs using local systems as required
- To explain to customers the basis of the award when made or refused
- To raise orders for the needs identified under LCSS and/or CRF including cash payments and goods and services. For the avoidance of doubt, these orders will relate to specific cases and be raised under existing contracts only
- To ensure that LCSS and/or CRF decisions and assessments are amended or revised when relevant new information becomes available taking personal ownership of the case

- To identify where cases may require input from a senior officer as a decision requires urgent formal review and assist in the review through provision of casework information
- To work on all types of cases and accounts including complex areas involving the application of law and policy
- Ensuring that work is carried out in accordance with relevant legislation, Council policy/guidance
- To respond to customer enquiries and advise customers and/or their representatives of their entitlement to support under the various schemes administered by the Service and/or council. Where appropriate to signpost and/or refer customers to other avenues of support including for customers who may be identified as potentially vulnerable
- To ensure the required information and evidence is obtained from customers, and to ensure the correct and appropriate award/support is provided in a timely manner. This may require writing, telephoning or visiting the customer to ascertain their circumstances
- Provides informal, peer-based support to colleagues, acting as a trusted “buddy” rather than a formal trainer. Shares practical insights, guidance and encouragement to help others build confidence and navigate their roles effectively, while promoting a collaborative and inclusive team environment. Offers advice in real-time, signposts resources, and fosters knowledge sharing, without assuming formal responsibility for structured training or line management
- Take steps to ensure expenditure is safeguarded and fraud is prevented and detected wherever possible. Work co-operatively with investigators, other staff and other organisations to safeguard public funds and tackle fraud.
- To maintain standards of integrity as laid down in the Code of Conduct and Personal Standards of Behaviour

- The postholder must be willing to attend mandatory and role-specific training and demonstrate a positive approach to developing new skills. They should be adaptable to changes in systems and processes, ensuring they maintain the knowledge needed to deliver an effective service
- To contribute to the process of continually improving customer access to quality, cost effective services, and working as part of an integrated team
- To effectively use relevant ICT systems and assist in the creation, development and maintenance of records, files and statistical information
- To assist with the development and maintenance of procedures and codes of working practice to form part of a comprehensive quality approach to service delivery that maintain and enhance quality
- To assist with delivering the Council's commitment to Best Value and customer service
- To undertake any other duties and responsibilities within the grade of the post and work within the Council's commitment to equal opportunities and customer service promoting non-discriminatory practices in all aspects of work undertaken

This not a comprehensive list of all tasks which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

It must be understood that every employee has a responsibility to ensure that their work complies with all statutory requirements with Standing Orders and Financial Regulations of the City Council and 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.

Supervision and Management Responsibility:

- There is no supervisory or line manager responsibility for this post

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:

- There is no physical demand on this role

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 or equivalent (including Maths & English) or equivalent experience (A)

Desirable

- Training in benefit administration
- Knowledge of Welfare Benefits, Crisis and Resilience Fund and/or Liverpool Citizens Support Scheme

Experience

Essential

- Strong understanding of welfare benefits and public sector procedures (A/I)
- Ability to manage sensitive information with discretion (I)
- Experience working with vulnerable individuals or communities (A/I)
- Proficiency in IT systems and casework databases (A)
- Experience of resolving customer enquiries by letter, e mail or phone and undertaking casework (A/I)

Desirable

- Experience of collating statistical information on work undertaken and presenting conclusions

Skills/Abilities

Essential

- Ability to triage and assess applications fairly and consistently, in line with relevant legislation, policy, guidelines and using discretion (I)
- High level of numeracy, written and verbal communication skills (A/I)
- Skilled in supporting vulnerable residents sensitively while maintaining professional boundaries (I)
- Accurate data entry and documentation, particularly when dealing with sensitive information A/I)
- Able to respond flexibly to changing priorities or updates in scheme policies (A/I)
- Ability to handle personal data with discretion and comply with GDPR guidelines (A/I)
- Willingness to collaborate across departments and with external organisations for holistic support (I)

Commitment

Essential

- Practising and promoting equality of opportunity and non-discriminatory practice (I)

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council
- Willingness to work flexibly Monday to Sunday to meet service needs

Other

Essential

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