

Job Description

Job Title	Liverpool Citizen Support Scheme Officer
Directorate	Finance & Resources
Service Area	Transactional Services
Grade	5
Competency Level	1
Salary	£30,060 - £34,314
Job Type	Hybrid
Location	Cunard Building
Disclosure and barring service (DBS)	Standard
Job Evaluation Ref No	

Job Purpose

As a Citizen Support Scheme Officer, you will be at the heart of Liverpool's mission to provide compassionate, practical assistance to residents in financial crisis. You'll assess applications for emergency support—like vouchers for essential household items or help with utility bills—and ensure fair, timely decisions that align with Council policy. This role demands empathy, diligence, and a commitment to upholding dignity for every applicant.

Directly Responsible To:

LCSS 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)
- To consistently take personal ownership of individual LCSS 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 contacting the service, who may be in personal crisis and distress, working with their representatives where appropriate
- 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 LCSS, when awards are made or refused
- To raise orders for the needs identified under the Liverpool Citizens Support Scheme 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 decisions on 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. 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
- 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
- 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:

- The job would include using a computer and sitting at a desk for prolonged periods of time

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 (A)

Desirable

- Training in benefit administration
- Knowledge of Welfare Benefits 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 communities (A/I)
- Proficiency in IT systems and casework databases (A)
- Experience of resolving customer enquiries by letter or phone and undertaking casework (A/I)

Desirable

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



Skills/Abilities

Essential

- Ability to assess applications fairly and consistently, using policy guidelines and discretion with a high level of numeracy skills (I)
- Clear written and verbal communication for liaising with applicants, colleagues, and partner agencies (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

Other

Essential

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