Person Specification

South Cambridgeshire District Council

Post: Benefit Assessment Officer
Prepared on: 18 December 2014

Values:

Our values framework (attached) sets out the behaviours that are important and that we expect everyone to demonstrate at work, regardless of grade and position.

The framework will set out our expectations about:
-how we do things
-how we treat others
-what we say and how we say it
-how we expect to be treated

We value:
- Connecting people, places, partnerships and working together

- Integrity and honesty to ensure that we are open and accountable

- Dynamic approach to the delivery of services with drive and energy

- Innovative people who like doing things differently and better

Criteria	Attributes	Essential (E) Or Desirable (D)	Method Of Measurement: A – Application Form I - Interview T - Test
Personal Qualities/ Aptitudes/ Behaviours	Self motivated	E	A & I
	Customer focussed- including the ability to be tactful and helpful in dealing with customers	E	I
	Team Player	E	A & I
	Ability to work well under pressure	E	A & I
	Flexible approach to Workload	E	A & I
Education/ Qualifications	Good Standard of General Education including Maths and English.	E	A/T
Experience/ Knowledge	Knowledge of Housing and Council Tax Benefit.	D	A and I
	Awareness of Fraud Issues	D	I

	Knowledge of welfare benefits	D	A and I
	Computer Skills- Experience of using software such as Microsoft Office	E	A and I
	2 Years Experience of working in Local Government benefits administration	E	**A and T**
	Experience of working in a local Authority revenues collection or similar environment	D	A and T
Skills And Abilities	Good written and oral skills.	E	A and I
	Caring professional manner	E	I
Miscellaneous /Other Working Requirements	A commitment to equal opportunities	E	I
	Understanding the need to maintain confidentiality with regard to customer records	E	I