

 Stockton-on-Tees BOROUGH COUNCIL		JOB DESCRIPTION	
Directorate: Finance & Business Services		Service Area: Revenues & Benefits Service (Welfare Support Team)	
JOB TITLE: Welfare Support Assistant			
GRADE: F			
REPORTING TO: Welfare, Policy and Research team Leader			
1.	JOB SUMMARY: To process new enquiries for The Welfare Support team and to ensure customers/clients are given correct advice and/or information to support their welfare assistance applications.		
2.	MAIN RESPONSIBILITIES AND REQUIREMENTS		
	1.	To provide a first class service that is efficient, effective, resilient and customer focused, and contribute to the achievement of council priorities	
	2.	General clerical support for the Welfare Support Team ,collecting and verifying information from welfare assistance applicants . Delivering a friendly and professional point of contact for the team, welcoming and ensuring the appropriate distribution of correspondence / messages.	
	3.	Processing of enquiries in order to make appropriate judgements about either giving advice at point of contact or directing queries to other agencies	
	4.	Dealing with enquiries that have been referred from the Council's Customer Services centre or where customers contact the service direct. .To liaise with customers which may include: <ul style="list-style-type: none">• Telephone contact to request further information in respect of a welfare assistance claim.• Dealing with and issuing correspondence and emails.• Processing of invoices• Issuing pre-payment cards• Preparation of income and expenditure statements.	
	5.	Maintaining The Welfare Support Team folder , responsibility for Mailshots (using Mail Merges for letters and labels from data within Excel Spreadsheets / Access Databases), Creating / Amending Reports using Spreadsheets and Word, collating information, creating and administrating the AIMS database. Creating and customising template letters.	
	6.	Inputting data and using the welfare assistance module.	
	7.	To operate PC's and multiple IT systems to obtain, verify, reconcile, input and extract information.	
	8.	To assist with monitoring the performance of the contracted providers	
	10	Organising appropriate maintenance and upkeep of all office equipment and placing purchase orders for various items, e.g. stationery and office equipment.	
	11	To liaise with external agencies, including the DWP, CAB and housing providers, and other sections and departments within the Council on matters affecting welfare assistance claims.	
	12	Acquiring a good overall knowledge of the aims and methods of the Welfare Support Team in order to carry out the above.	

	13	To co-operate with the implementation and introduction of revised methods of work, including changes that may arise from the development of new technology, the introduction of new legislation and guidance, or other reasons
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Job Description dated 20/02/20



PERSON SPECIFICATION

Job Title/Grade	Welfare Support Assistant	
Directorate / Service Area	Finance & Business	
Post Ref:		

	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Qualifications	<ul style="list-style-type: none"> At least 5 GCSE's at grade C or above or equivalent – including Maths & English or or the equivalent level of knowledge gained through substantial demonstrable direct work experience. 	<ul style="list-style-type: none"> NVQ level 3 business administration 	Application form
Experience	<ul style="list-style-type: none"> Able to demonstrate experience of working in an office environment and setting up clerical systems. Experience of dealing with members of the public, professionals and other agencies. Experience of dealing with confidential / sensitive information. Experience of the needs of vulnerable customers Experience of using manual and computerised records. Experience of supporting/co-ordination of clerical tasks. 		

Knowledge & Skills	<ul style="list-style-type: none">• Good communication skills, both written and verbal.• High personal standards and self-discipline in working to tight deadlines.• A range of skills and knowledge relevant to working vulnerable clients.• Ability to independently and confidently manage enquiries and make high quality judgements for clients seeking Welfare Support.• Ability to negotiate with third parties and agencies for requests of support including sourcing supporting evidence.• Ability to prioritise workload.• Ability to work as part of a team or on own initiative.• Ability to understand both simple and complex instructions.• A comprehensive knowledge of Microsoft Office IT systems (Outlook, Word, Access, Excel) as well as experience of a case management system.		Application / Interview
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	<ul style="list-style-type: none"> • Have a working understanding of the Childrens Act 1989 • Ability to follow Welfare Support office manual • The ability to work as an effective team member. • Good numerical skills and accuracy. 		
Specific behaviours relevant to the post	<ul style="list-style-type: none"> • Demonstrate the Council's Behaviours which underpin the Culture Statement. • Self-motivated and willing to commit to ongoing personal and professional development. • Ability to embrace smarter ways of working 		Application / Interview
Other requirements	<ul style="list-style-type: none"> • Good interpersonal, communication and customer service skills. • Able to work as part of a team and provide support to team members. • A flexible and enthusiastic approach to work. 		Application / Interview

	<ul style="list-style-type: none">The post involves working directly with vulnerable claimants and is subject to a standard DBS check		
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Person Specification dated 08/12/20