**AGE UK SHROPSHIRE TELFORD & WREKIN**

**JOB DESCRIPTION**

Job Title : Benefits Officer

Responsible to : Senior Benefits Officer

Location : Home working/Age UKSTW offices in Shrewsbury

Grade : Scale 22 Salary £22,856 (pro rata)

Hours : 22.5 per week

**Our Vision is for Shropshire to be a county where older people flourish.**

**Our Mission is to work with and for older people to improve the quality of later life.**

**Job Purpose**

Age UK Shrosphire Telford & Wrekin aims to improve the quality of life for older people throughout the county. Working closely with service managers, the postholder will be responsible for performing principle duties to assist the awareness and take up of welfare benefits and civil rights entitlements.

Age UK Shropshire, Telford & Wrekin has achieved Age UK IAQP and AQS legal advice quality marks through its Benefits Advice services, the postholder must perform to these exacting standards.

**Principal Duties**

* 1. To be responsible for the provision of up to date advice and information relating to welfare benefits for older people.  
     1. To assist in the completion of welfare benefit forms and any follow up actions required. This may include supporting older people in appeals and at tribunals.
     2. To visit older people in their own homes when necessary. To see older people face to face in the offices.
     3. To provide Benefits surgeries and drop ins for Age UK and with other providers at various locations around the county if and when required.
     4. To assist the Senior Benefits Officer to recruit, train, direct and support the work of a small team of volunteers who will carry out home visits for the completion of benefit forms.
     5. To collect and record data on the take up of benefits and to undertake appropriate monitoring the Information & Advice Manager.
     6. To keep up to date with current benefit criteria, legislation and procedures.
     7. To promote benefits awareness by giving talks to local groups and providing presentations and training events.
     8. To undertake other duties and training as may be required which are consistent with the duties and responsibilities of the post.

**General Duties**

1. To be mindful at all times of the requirements of the Equalities Act and to ensure that the service is welcoming and accessible to older people from all backgrounds and communities.
2. To maintain electronic and paper records and statistics of the service including using the organisations management information system, Charitylog.
3. To maintain the highest standards of confidentiality and to comply with the Data Protection Act at all times.
4. To keep abreast of the appropriate legislation and policy in relation to this post.
5. To comply with and keep abreast of all Health & Safety guidance and policy relevant to this post.
6. To write/update all ISO procedures relevant to the role.
7. To undertake training and development as required to maintain the highest standards of service.
8. The postholder may from time to time be required to undertake other comparable duties not specifically mentioned in this job description.

PLEASE NOTE: The successful applicant will be subject to a Right to Work check and disclosure of any criminal convictions and/or cautions (as appropriate to the post) in accordance with the Rehabilitation of Offenders Act 1974 and subsequent legislation. Please refer to our Recruitment of Ex-Offenders Policy Statement.

**Conditions Of Service**

1. The post is graded Spinal Column Point 22 which currently has a Salary of £22,856 for 37 hours per week. (£13,898 pro rata).

1. The post is based at home and/or the Age UK STW office in 4 Bellstone, Shrewsbury, SY1 1QQ

3. The conditions of service (including certain provisions relating to working conditions and sickness allowance) are covered by existing collective agreements, negotiated and agreed between the relevant unions and staff as amended from time to time by Age UK Shropshire Telford & Wrekin.

4. The post is temporary initially for a two year period, following an initial six months probationary period. The post is for 22.5 hours weekly. Actual hours are variable to ensure the proper discharge of duties. Duties may involve occasional evening and weekend work for which time off in lieu will be granted.

5. Annual holidays will be at the rate of 24 days per annum, 29 days per annum for those officers with five years’ service with further increases for longer service. Bank holidays also apply. (Pro-rata for staff working part-time).

6. The appointment is subject to one month's notice on either side.

7. The postholder will be required to provide a motor car for official duties for which an allowance will be paid. It is a condition of employment that the postholder remains eligible at all times to drive such a vehicle.

8. Pension Scheme: Details will be issued with any formal offer of appointment.

9. This job description is intended as a summary of the main elements of the job described and may be amended from time to time, in consultation with the post holder. It does not form part of the formal Contract of Employment.