**AGE UK SHROPSHIRE TELFORD & THE WREKIN**

**BENEFITS OFFICER**

**PERSON SPECIFICATION**

Please ensure that you identify in the Application Form how you meet the requirements of this person specification.

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| Attributes | Essential |  Desirable |
| Qualifications | *No specific qualification required.* Applicants must have a good standard of general education |  |
| Skills/Knowledge | Minimum of three years experience in a benefits advice roleAn understanding of and empathy with the needs of older peopleExcellent communication skills, particularly written skills and the ability to communicate well with older peopleUnderstanding of good practice in relation to the provision of benefits adviceExperience of working as part of a teamExperience of managing a busy caseload Ability to plan and manage own workload and that of other colleaguesGood presentation skills and ability to communicate complex issues to varied audiencesHighly organised, able to prioritise own work and that of others, plan and organise workload within deadlinesAbility to use IT to an adequate level in order to produce reports, collect statistics and data. Must have knowledge of Word, Excel, Outlook or similar packagesAbility to lead and work as part of a team to deliver outcomesAbility to coordinate and deliver training for volunteers and groupsAbility to drive and travel for work purposes | Particular knowledge of benefits relating to older peopleExperience of working with and supporting volunteersExperience of working to and maintaining advice quality standards such as CLS, AQS or similarExperience working with inter/agency partnershipsExperience of working within or with the voluntary sectorKnowledge of the Data Protection ActExperience in delivering training to groups and volunteersKnowledge and understanding of the issues affecting and impacting upon older people |
| Personal Attributes | An empathy with older people and an understanding of their needsCommitment to delivering highest quality of service.Self motivating, focus on detail, logical, thorough, ‘hands on’ attitude to workCommitment to respecting client confidentiality at all timesAble to work calmly under pressure with a friendly approachable manner and an enduring sense of humour |  |