**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 role  An understanding of and empathy with the needs of older people  Excellent communication skills, particularly written skills and the ability to communicate well with older people  Understanding of good practice in relation to the provision of benefits advice  Experience of working as part of a team  Experience of managing a busy caseload    Ability to plan and manage own workload and that of other colleagues  Good presentation skills and ability to communicate complex issues to varied audiences  Highly organised, able to prioritise own work and that of others, plan and organise workload within deadlines  Ability 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 packages  Ability to lead and work as part of a team to deliver outcomes  Ability to coordinate and deliver training for volunteers and groups  Ability to drive and travel for work purposes | Particular knowledge of benefits relating to older people  Experience of working with and supporting volunteers  Experience of working to and maintaining advice quality standards such as CLS, AQS or similar  Experience working with inter/agency partnerships  Experience of working within or with the voluntary sector  Knowledge of the Data Protection Act  Experience in delivering training to groups and volunteers  Knowledge and understanding of the issues affecting and impacting upon older people |
| Personal  Attributes | An empathy with older people and an understanding of their needs  Commitment to delivering highest quality of service.  Self motivating, focus on detail, logical, thorough, ‘hands on’ attitude to work  Commitment to respecting client confidentiality at all times  Able to work calmly under pressure with a friendly approachable manner and an enduring sense of humour |  |