



Person Specification			
Post title:	Service Manager - Benefits and Welfare	Grade / Salary	PMG 3
Service Area:	Exchequer Services		

To be successful in this role you will need to demonstrate how you meet the criteria below at application & interview stage.

Shortlisting Number	Criteria	Method of assessment
Skills, knowledge, experience		
S1	Minimum 3 years' experience working in a senior role within a Benefits or Welfare environment, with extensive technical knowledge of Benefits legislation and practice	CV / I
S3	Ability to understand and interpret government legislation and policies so that they can be implemented effectively within the Service	CV / I
S4	Knowledge and sensitivity of working in a political organisation to deliver organisational priorities	CV / I
S5	Proven track record of establishing positive relationships with Councillors, senior managers, staff, and external partners in a way that establishes confidence, credibility and trust.	CV / I
S6	Ability to interpret and explain complex financial and non-financial issues to ensure the effective transfer of ideas and information.	CV / I
S7	Evidence of developing and managing effective customer driven services and working in complex stakeholder environments.	CV / I
S8	Management experience at both a strategic and operational level, with a proven track record of developing staff potential and addressing underperformance and inefficiency.	CV / I
S9	Clear understanding of the Council's priorities and how Benefits and Welfare (and the wider Exchequer Service) can support in delivering against those priorities.	CV / I
Personal attributes and circumstances		
P1	Integrity - ability to be open and honest, to maintain high standards of personal behaviour and display strong moral principles	I

October 2023





P2	Accountability - willingness to take personal responsibility for your actions and decisions, and to understand the consequences of your behaviour	I
P3	A demonstrable willingness to share information and work with other people.	I
P4	Respect - a strong desire to treat people with care and dignity, observing the rights of other people, and helping and supporting others where you can	I
P5	A responsive and proactive approach to managing workload, and flexibility to work outside normal hours when required.	I
Communication		
C1	Able to communicate effectively at all levels both verbally and in writing	CV / I
Qualifications		
Q1	IRRV qualified or equivalent level of proven experience relevant to the role	C /CV /I

A = Application form **CV** = Curriculum Vitae **C** = Certificate **E** = Exercise **I** = Interview **P** = Presentation **AC** = Assessment Centre **T** = Test

Where the post involves working with children, in addition to a candidate's ability to perform the duties of the post, the interview will also explore issues relating to safeguarding and promoting the welfare of children, including:

- **Motivation to work with children and young people.**
- **Ability to form and maintain appropriate relationships and personal boundaries with children and young people.**
- **Emotional resilience in working with challenging behaviours.**
- **Attitudes to use of authority and maintaining discipline**

We have a positive attitude to the employment of disabled people and guarantee an interview to those who meet **all** the necessary criteria of the person specification.

October 2023

