



Person Specification			
Post title	Benefits Officer	Grade / Salary	Pay Band G / £31,067 - £32,654 per annum

***** This post is exempt from the provisions of the Rehabilitation of Offenders Act – applicants must disclose all criminal convictions including those which are ‘spent’, in addition to any cautions and bindover orders received in the last 12 months *****

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	Experience of processing information using data input systems relevant to the Revenues and Benefits Service; preferably Northgate, Anite@Work, Microsoft Office or similar.	CV/SS & I
S2	Ability to demonstrate an up to date working knowledge of Benefit Regulations and their application in the workplace.	CV/SS, I & T
S3	An ability and willingness to work flexibly across the Revenues and Benefits Service in order to meet changing demands and support service improvement and efficiencies.	CV/SS & I
S4	The ability to self motivate and prioritise work to ensure that targets are met.	CV/SS & I
Personal attributes and circumstances		
P1	You must adhere to the “Knowsley Better Together” staff qualities; Integrity, Accountability, Communication and Respect	I
P2	A demonstrable willingness to share information and work with other people.	I
P3	Commitment to flexibility, willingness to work beyond normal 9-5 if necessary.	I
Communication		
C1	Ability to communicate effectively at all levels verbally and in writing	CV/SS & I
C2	An appreciation of the principles of customer care within a Revenues and Benefits environment.	CV/SS & I

June 2024





Qualifications		
Q1	None required however, the postholder must be able to demonstrate a good level of literacy and numeracy skills and will be encouraged to work towards a suitable qualification eg NVQ Level 3 Management, IRRV, IRRV Tech etc .	I

CV/SS = Curriculum Vitae/Supporting Statement **A** = Application Form **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.

June 2024

