



Person Specification			
<b>Post title</b>	Benefits Officer	<b>Grade</b>	Grade G / £32,061 - £33,699

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
<b>Skills, knowledge, experience</b>		
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
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
<b>Personal attributes and circumstances</b>		
P1	You must adhere to the “Knowsley Better Together” staff qualities; Integrity, Accountability, Communication and Respect	CV/SS, I
P2	A demonstrable willingness to share information and work with other people.	CV/SS, I
P3	Understanding of the principles of Data Protection and Data Security including the impact of data breaches on both the individual and the authority.	CV/SS, I
P4	Commitment to flexibility, willingness to work beyond normal 9-5 if necessary.	CV/SS, I
<b>Communication</b>		
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

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Qualifications		
Q1	None required however, the postholder must be able to demonstrate a good level of literacy and numeracy skills.	CV/SS, C, 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.

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