

## SOUTH DERBYSHIRE DISTRICT COUNCIL PERSON SPECIFICATION

<b>Directorate: Resources and Transformation</b>	<b>Service: Customer Services</b>	<b>Job Title: Benefits Officer</b>
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### Qualifications, professional membership, technical skills

<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>HOW ASSESSED</b>
<p>Experience in the assessment Housing Benefit and Council Tax Reduction claims.</p> <p>Excellent knowledge of Housing Benefit legislation and appreciation of other welfare benefits.</p> <p>Excellent knowledge of the Council Tax Reduction Scheme</p> <p>Good working Knowledge of MRI Revenues and Benefits processing software</p> <p>Experience of working within a customer focused environment and the ability to deal with customers in a calm and effective manner.</p> <p>Understanding of the importance of data protection and security.</p>	<p>Experience of using Enterprise document management system</p> <p>Understanding of Universal Credit and its impact on Housing Benefit.</p> <p>Ability to work under pressure to meet key targets.</p> <p>An understanding of local government processes, particularly relating to Revenues and Benefits.</p>	<p>Application Form</p> <p>Copy of qualification(s)</p> <p>Interview</p> <p>Assessment</p>

<b>Competency</b>	<b>Level</b>	<b>Essential</b>	<b>Desirable</b>	<b>How Assessed</b>
Achieving Results	2	<p>Ability to determine and prioritise own workload.</p> <p>Sets high personal standards for their work.</p> <p>Responds positively to challenges, applying energy to tasks and seeking to do things better.</p> <p>Actively seeks feedback in order to learn and improve own performance.</p>	Contributes towards service improvement.	Application Form Interview
Communication	2	<p>Is sensitive to the communication needs of others.</p> <p>Produces good quality written communication using standard formats.</p> <p>Ensures accuracy of messages and communications</p> <p>Clearly presents information or provides explanations so that it is easily understood by others.</p> <p>Ensures that communication is correctly targeted and understood.</p>		Application Form Interview

Creative Thinking	1	Open minded when presented with a new perspective. Applies new information to work problems and situations.	Ability to put forward own ideas to improve service delivery.	Application Form Interview
Customer Focus	2	Demonstrates a strong desire to understand and meet the needs of customers. Provides high standards of customer service to both internal and external customers. Takes ownership and personal responsibility for solving customer problems. Seeks and acts on customer feedback.		Application form Interview
Decision Making and Problem Solving	2	Asks questions to gather information. Organises information logically and systematically to make decisions and determine priorities. Explains things in a clear step by step approach. Uses initiative.	Actively encourages interaction and ideas from other	Application Form Interview
Making Change Work	1	Awareness of the need for change and embraces change.		Application Form Interview
Managing Resources, Projects & Processes	2	Makes decisions on day-to-day priorities and manages own time effectively. Deals with issues systematically to make decisions and determine priorities. Looks for ways to make the most of available resources. Contributes to decision making processes.		Application Form Interview
Organisational Awareness & Commitment	1	Understands the way in which the organisation works. Respects and accepts what the council sees as important.		Application Form Interview
Personal Impact	1	Always demonstrate appropriate and professional behaviour. Ability to observe and listen to others	Remains effective under pressure.	Application Form Interview
Working Relationships	2	Strengthen relationships through building a solid foundation of mutual understanding and trust. Proactively supports colleagues. Displays willingness to learn from others, including own team members and peers.	Resolves conflict and does not avoid difficult issues.	Application Form Interview

		Speaks of team members in positive terms, either to the team member directly or to a third party		
Equal Opportunities and Fairness		To support, promote and comply with the Council's Equal Opportunities and Fairness Scheme and to ensure the compliance of employees for whom you are directly responsible		

**Date reviewed:** 24<sup>th</sup> November 2025

**Issued by:** Benefits Processing and Performance Manager