

Rochdale Borough Council
Person Specification

Service :	Finance	Post:	Benefits Officer
Section :	Revenues & Benefits	Post Number :	FSRBBF000014
Job Ref:		Grade:	Grade 3

Note to Applicants:

Where the Criteria are marked as **Essential (E)**, you **must** show the qualifications, experience, skills or knowledge you have.

The **How Identified** column shows how the Council will obtain the necessary information about you.

If the **How Identified** column says the **Application Form (AF)** next to Essential (E) Criteria, you **must** include enough information in your application to show how you meet these criteria. You should include examples from your paid or voluntary work.

The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment.

	Criteria	Essential (E) or Desirable (D)	How Identified: AF Application I Interview A Assessment
(a)	Qualification and Experience		
1	External candidates – please confirm you a Rochdale Resident who lives within the municipal boundaries of the Borough of Rochdale? (i.e. if you household pays Council Tax to Rochdale Borough Council then you are a resident in the Borough of Rochdale)	E	AF/production of evidence at interview
2	Describe your track record in a fast-pace, high-volume administrative or transactional environment.	E	AF/I
3	Describe your track record of providing an excellent customer service to a diverse range of customers including vulnerable individuals.	E	AF/I
4	Describe your experience of handling and validating sensitive customer information.	E	AF/I
(b)	Skills and Knowledge		
5	Describe your proficiency using IT applications for example, Microsoft Office Suite, document management systems, digital databases.	E	AF/I
6	What evidence can you present to show that you are self-motivated and able to work unsupervised?	E	I
7	Describe your ability to work as part of a team, for example, through helping other team members, improving team performance, communicating with others	E	I

8	Please give illustrations of your ability to communicate with a range of customers in effective and positive ways.	E	I
(c)	Special Working Conditions		
9	Are you willing to adopt a flexible approach to normal work patterns?	E	AF
10	The ability to converse at ease with members of the public and provide advice in accurate spoken English is essential for this post.	E	I
(d)	Values and Behaviours		
11	Approach the job at all times using the Rochdale values • Proud of the difference we make • Passionate about the diversities of the Borough • Pioneering and open in our Approach Please confirm you are willing to adhere to these values	E	AF/I