

Recruitment person specification

Post being recruited for: Macmillan Income Maximisation and Advice Officer

Our Behaviours

These apply to all posts

Respect

Integrity

Flexibility

Person specification

Category	Essential	Desirable
Experience	Experience of working in a welfare rights OR other advice environment. Experience of successfully working across services to deliver effective outcomes for customers.	
Knowledge, skills and understanding	Up to date knowledge of relevant legislation, policy and procedures. Detailed knowledge and understanding when analysing procedures relating to their section. Use knowledge to interpret a variety of changing legislation, procedures and policies. Understand the aims and objectives of the Homelessness Services, in particular, advice services. Use of knowledge to find creative solutions for people who may be on a low income, vulnerable, disabled, experiencing ill-health, homelessness and/or in insecure or inappropriate accommodation. Ability to work on own initiative, without direct supervision, including organising and managing own workload effectively and efficiently. Excellent written and oral communication skills. Up to date knowledge of relevant legislation, policy and procedures. Detailed knowledge and understanding when analysing procedures relating to their section.	

Knowledge, skills and understanding

Use knowledge to interpret a variety of changing legislation, procedures and policies.

Understand the aims and objectives of the Homelessness Services, in particular, advice services.

Use of knowledge to find creative solutions for people who may be on a low income, vulnerable, disabled, experiencing ill-health, homelessness and/or in insecure or inappropriate accommodation.

Ability to work on own initiative, without direct supervision, including organising and managing own workload effectively and efficiently.

Excellent written and oral communication skills.

Ability to work in a sensitive manner, manage customer expectations and deal with conflict, including taking firm and effective action to manage complex situations.

Ability to assess and manage risk to you, your customers and the communities in which they live.

Ability to challenge unacceptable behaviour and views and ensure that customers and colleagues are treated fairly and with respect. IT skills and demonstrable experience of computer-based packages and databases.

Ability to identify and effectively engage with customers who have complex issues, including experience of trauma.

Able to analyse and make recommendations on a variety of issues to contribute to income maximisation and the overall stability of customers' wellbeing.

Knowledge, skills and understanding	Ability to diffuse and handle complex and challenging situations appropriately. Excellent problem-solving skills. Ability to deal with competing priorities and work under pressure while adhering to demanding timescales.	
Qualifications and training	Will normally be expected to be educated to HND or higher or have significant alternative demonstrable experience.	Possession of an Assessment Module at SVQ Level 4. Commitment to continuous professional development and career progression.
Job specific requirements	Post holder will be required to be flexible to meet operational requirements. A high level of ability in the following specific areas: - Being Customer Focused - Working Effectively with others - Taking ownership and responsibility - Planning and decision making - Communicating Effectively - Managing Change.	