

**Rochdale Borough Council
Person Specification**

Service :	Finance	Post:	Assessment & Benefits Officer
Section :	Revenues & Benefits	Post Number :	FSRBBF000002
Job Ref:	RO-30368	Grade:	3 to 5

Note to Applicants:

The *Essential Criteria* are the qualifications, experience, skills or knowledge you **MUST SHOW YOU HAVE** to be considered for the job.

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

If the *How Identified* column says the **Application Form** next to an *Essential Criteria* you **MUST** include in your application enough information 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 Form I Interview A Assessment
(a)	Qualification and Experience		
1	Describe your experience of working within a Financial or Benefits environment.	E	AF/I
2	Describe your experience of working with IT applications for example Microsoft Office applications/Benefits Processing Systems.	E	AF/I
3	What is your track record of providing good customer service? Give examples of where you have 'gone that extra mile'.	E	AF/I
4	Illustrate with examples your track record of making a positive contribution giving examples of particular good performance, ideas for improvement and so on.	E	AF/I
(b)	Skills and Knowledge		
5	Illustrate your ability to work under pressure and meet deadlines and targets.	E	AF/I/A
6	What evidence can you present to show that you are self-motivated and able to work unsupervised?	E	AF/I/A
7	Describe your ability to work as part of a team, e.g. through helping other team members, improving team performance, communicating with others.	E	AF/I
8	Please give illustrations of your ability to communicate in an effective and positive way for example telephone, letter, e-mails.	E	AF/I/A
9	Describe how you have acquired your up to date knowledge of Adult Care assessment & benefit legislation and deferred payments legislation, processing and procedures giving examples of any experience.	E	Interview only for Grade 4 & 5 applicants

	Criteria	Essential (E) or Desirable (D)	How Identified: AF Application Form I Interview A Assessment
(c)	Special Working Conditions		
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	Interview only
(d)	Behaviours and Values		
11	<p>Approach the job at all times using the values set out in the Rochdale Way:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Valuing our people <input type="checkbox"/> Focusing on customers <input type="checkbox"/> Acting with integrity <input type="checkbox"/> Using time and money wisely <input type="checkbox"/> Working together <input type="checkbox"/> Always learning and improving <p>Please confirm you are willing to adhere to these values and behaviours.</p>	E	AF/I