 WOKINGHAM BOROUGH COUNCIL	Job Description		Job Reference
Job Title	Senior Welfare Assessments Advisor		
Service	Income & Assessments	Team	Welfare
Location	Shute End/Home Working		
Reports to	Welfare Manager		
Responsible for	See structure chart		
Grade	6		Date
Type of Position	Full Time		07/04/2025
<p>This job description has been designed to indicate the general nature and level of work required of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list and the line manager may vary duties from time to time which do not change the general character of the job or the level of responsibility entailed.</p>			
<p style="text-align: center;"><u>Service Purpose</u></p>			
<p>To maximise collection of Council Tax and Business Rates revenue, housing benefit overpayments or sundry debt by utilising the most appropriate method of recovery. Including attachment of earnings/benefits, charging orders, instructing enforcement agents, and other available means.</p> <p>To support those in financial difficulty by paying housing benefit, Council tax reduction and other discretionary support or by providing the appropriate advice and support relating to other welfare benefits.</p>			
<p style="text-align: center;"><u>Purpose of the role</u></p>			

To work effectively and collaboratively with teams within Income & Assessments to ensure the service is responsive and meets the appropriate needs of its residents, customers, and other users of the Council's services.

To support the front facing assessment advisors who deal with income and Assessment counter and telephone enquiries.

Supporting individuals with queries in relation to Benefits & Council Tax and responding to the needs of vulnerable residents and where necessary make appropriate connections and referrals for additional services and support.

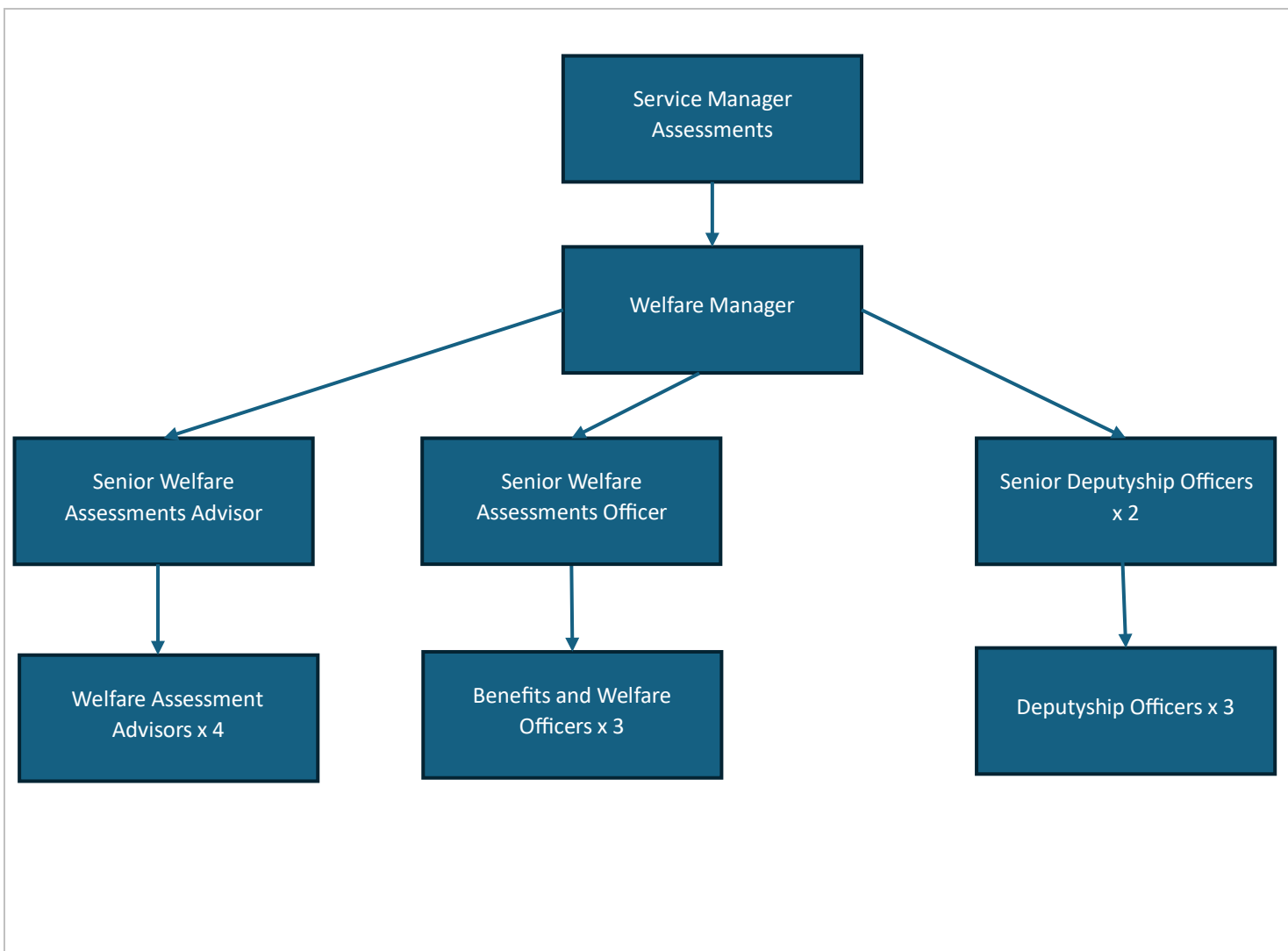
Providing support for the administration of Housing Benefit & Council Tax Reduction claims and processing of Local Welfare Provision and Concessionary fares applications.

Main Accountabilities

1	Provide an expert service to residents in the areas of Welfare Benefits (including Housing Benefit), and other statutory and discretionary benefits, schemes, and options.
2	Supervise the day-to-day work of the Welfare Assessment advisors, being available to discuss queries and mentoring advisors to develop their skills and practice, including carrying out 1-2-1 reviews and appraisals, recording of leave/sickness etc.
3	Providing advice and input to the delivery of excellent customer service working with other teams within the Local Authority to provide seamless services to customers.
4	Work efficiently in partnership with key stakeholder and partners.

5	Lead on the concessionary fares & Local Welfare Provision application processes.
6	Work with the Welfare Manager to ensure training and development needs of the welfare assessment advisors are met as well as ensuring effective quality monitoring is completed.
7	Support the administration of Housing Benefit & Council Tax Reduction claims.
8	Respond to the needs of vulnerable residents and where necessary make appropriate connections and referrals for additional services and support.
9	Make complex autonomous decisions with confidence and professionalism.
10	Work proactively within the team, suggesting service improvements, sharing responsibilities, and taking the lead on areas of development work for the team.

11	Provide comprehensive and effective communication via, for example, letter, memo, action plans, case records, email, and phone.
12	To Support cross ways of working to ensure a more efficient and streamlined service.
13	To take responsibility for own performance, taking a proactive stance to ensure it meets or exceeds standards expected in the service.
14	Contribute to the development of service action plans, to ensure that an excellent high-quality service is delivered.
15	Manage health & safety issues in line with the relevant section(s) of the health & Safety Policy.
1	Your duties may vary from time to time within the broad remit of your role & grade. You are required to undertake any such reasonable and appropriate duties.
Supervision Received	Directly reports to Welfare Manager.
Supervision Given	Supervises Welfare Assessment advisors.
Contacts & Working Relationships	<p>Main Internal Contacts – Benefits Team, Housing Needs, Council Tax Department, Rents team, Anti-Poverty Officers.</p> <p>Main external contacts - Department for Works & Pensions, Citizens Advice Bureau, Transform Housing, Foodbanks and other charitable organisations.</p>
Management of resources or budget	Indirectly Local Welfare Budget.
Special Factors	Office based – but may be subject to change.
<u>Organisation Chart</u>	



Person Specification		
Focus on describing the qualifications, skills, knowledge and experience an individual will require to successfully undertake the role. These should be split between essential and desirable.		
Qualifications	Essential	Desirable
Educated to Good GCSE standard (5 x Grades A -C or equivalent)	X	

Private: Information that contains a small amount of sensitive data which is essential to communicate with an individual but doesn't require to be sent via secure methods.

Technical Skills.	Essential	Desirable
Excellent IT Skill (MS Office Suite: Word, Excel, Outlook)	x	
Strong Customer Care Skills including verbal reasoning skills and the ability to put customers at ease and explain complex procedures effectively.	x	
Ability to work well with people at all levels within and outside the organisation and be an advocate and representative of the service.	x	
Ability to make appropriate more complex decisions with autonomy and confidence	x	
Knowledge	Essential	Desirable
Good understanding of welfare benefits legislation	x	
Ability to work with an empathetic nature and understand the client's needs	x	
Experience	Essential	Desirable
Experience of working within a front facing Welfare Benefits Environment	x	
Supervisory Experience		x

Private: Information that contains a small amount of sensitive data which is essential to communicate with an individual but doesn't require to be sent via secure methods.

Experience of working under pressure in a busy office environment		x	
Completed by:	Andrew Kupusarevic		Date: 07/04/2025