



Job Description

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.

Post Details	
Job Title	Welfare Assessments Advisor
Service	Income & Assessments
Team	Resource & Assets
Location	On-Site Shute End/Hybrid
Reports to	Senior Welfare Advisor
Worker Style	Office based at Shute End, Wokingham & Hybrid - Remote working
Responsible for	N/A
Grade	5
Contract Type	2 year FTC / secondment

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.	Providing advice and input to the delivery of excellent customer service working with other team's with the Local Authority to provide seamless services to customers
3.	Work efficiently in partnership with other agencies, contractors, and organisations with an understanding of conflicting or complementary agendas and how to best work in unison
4.	Process concessionary fares applications
5.	Support the administration of Housing Benefit & Council Tax Reduction claims
6.	Respond to the needs of vulnerable residents and where necessary make appropriate connections and referrals for additional services and support
7.	Make routine autonomous decisions with confidence and professionalism





8.	Participate with colleagues and partners in a manner that encourages quality, cooperation, and solution-based actions.
9.	Provide comprehensive and effective communication via, for example, letter, memo, action plans, case records, email, and phone.
10.	To Support cross ways of working to ensure a more efficient and streamlined service
11.	To take responsibility for own performance, taking a proactive stance to ensure meets or exceeds standards expected in the service
12.	Contribute to the development of service action plans, to ensure that an excellent high quality service is delivered.
13.	Manage health & safety issues in your area of responsibility in line with the relevant section(s) of the Health & Safety Policy
14.	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.

Person Specification	Essential	Desirable
Education/Qualifications	Educated to Good GCSE standard (5 x Grades A -C or equivalent)	
Experience		Experience of working within a Welfare Benefits Environment
		Experience of working under pressure in a busy office environment
Skills/Knowledge	Excellent IT Skill (MS Office Suite: Word, Excel, Outlook)	
	Strong Customer Care Skills including verbal reasoning skills and the ability to put customers at ease and explain complex procedures effectively.	
	Ability to work well with people at all levels within and outside the organisation and be an advocate and representative of the service.	
		Ability to make appropriate routine decisions with autonomy and confidence
	Basic understanding of welfare benefits legislation	
	Ability to work with an empathetic nature and understand the client's	





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Purpose Details	
Service Purpose	<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 represent the council at Magistrates Courts; hearings relating to collection of Council Tax and Business Rates.</p> <p>To support those in financial difficulty by paying housing benefit, Council tax reduction or by providing the appropriate advice and support relating to other welfare benefits.</p>
Role Purpose	<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. 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</p>
Corporate Parenting	<p>You will champion the principles of corporate parenting by embedding its ethos in all aspects of service delivery, ensuring decisions and actions consistently reflect the responsibility to act as a corporate parent to children in care and care leavers, and actively contribute to shaping and implementing the wider corporate parenting strategy.</p>

Supervision and Relationships	
Supervision Received	Line Managed by Senior Welfare Advisor
Supervision Given	N/A
Contacts	<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>

Resources/Budget Management
N/A

Special Requirements





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Occupational Health Risk Assessment	Details
Skin/Respiratory Sensitisers	N
Working at Height	N
Exposure to Noise (>80-85dB)	N
Confined Spaces	N
Frequent Display Screen Equipment Use	Y
Driving for Work	Y
Hand Arm Vibration	N
Lone Working	Y
Healthcare/Social Contact with Patients	N
Blood Borne Viruses Exposure	N
Food Handling	N
Working with Animals	N
Specialised Medical Screening	N
Night Working	N
Safety Critical Work	N

Nature of the Role	Details
Healthcare or Hospital Work	N
Working with Children (under 18)	N
Working with Elderly/Vulnerable Adults	N
Work Environment Details	Working at Shute End, Wokingham & Hybrid

Role Involvement	Details
Working with Children	N
Working with Vulnerable Adults	N
Both of the Above	N
Providing Care/Supervision for Children	N





Providing Care/Supervision for Vulnerable Adults	N
Both of the Above	N
None of the Above	Y

Disclosure and Barring Service (DBS)		Details
DBS Requirement		Basic
Eligibility Tool		Find out which DBS check is right for your employee - GOV.UK (Find out which DBS check is right for your employee - GOV.UK)

Re-checks
None

Evaluation Declaration	
Date of Evaluation:	24.06.2026
Evaluated by:	Andrea Thorne

