Mansfield District Council

Person Specification

Post title	Financial Inclusion Officer	**Grade**	4
Department	Housing Needs	**Post ref**	CHN08

Competencies	
Please refer to the relevant competency framework for more information about the behaviour descriptors for each competency. All competencies within the relevant framework are applicable to the post and the ones that have prioritised for recruitment are detailed below.	
Competency framework relevant to the post:	**Employee**
	Assessment
Team Working	AF/INT
Communication	AF/INT
Changing, learning and improving	AF/INT

Skills	**Essential / Desirable**	**Assessment**
Providing good customer service	E	AF
Working effectively as part of a team	E	AF
Good communication skills	E	AF

Knowledge	**Essential / Desirable**	**Assessment**
Relevant Housing Legislation	E	AF/INT
Current legal requirements, Safeguarding Children /Vulnerable Adults	E	AF/INT
The Children Act	E	AF/INT
Welfare Rights and Money Advice	E	AF/INT
Welfare Reform	E	AF/INT

Experience	**Essential / Desirable**	**Assessment**
Considerable experience in a housing environment, benefits agency, voluntary organisation local authority social or private sector.	E	AF/INT

Qualifications	Essential / Desirable	Evidence
NVQ Level 3 with substantial experience in the role of money and welfare rights advice	E	AF
NVQ Level 4 with experience in Housing or Advice Guidance, and Counselling or Equivalent in appropriate field	E	AF

Equality Act 2010
The ways in which a disabled person meets the criteria for a post must be assessed as they would be after any reasonable adjustments required had been made. If appropriate, disabled candidates should indicate on the application form if they have needs which should be considered at the shortlisting stage.

Additional information / other requirements of the post
• The postholder is required to undertake an enhanced with barred list criminal record check. • The postholder is eligible for casual car user allowance. • The post involves driving and so the postholder will be required to undertake relevant DVLA licence check.

Date produced / last amended
August 2026