Richmondshire District Council
Person Specification

Benefit Welfare Assistant

Criteria will be assessed via the submitted application form (A), and Interview (I)

Qualities	Essential	Desirable
Qualifications	1. Good basic education including English and Maths (A)	a. IRRV Revenues and /or Benefits qualification or equivalent (A)
Experience	2. Experience of working in a target driven environment(A,I) 3. Experience of working in an office environment (A,I) 4. Experience of working with MS Office packages (A)	b. Relevant experience within a Revenues and or Benefit Service.(A,I) c. Experience of working in a customer orientated organisation (A,I) d. Experience of working in a climate of legislative and organisational change (A,I) e. Interviewing skills (I)
Knowledge	5. Understanding of and ability to apply GDPR in the working environment (I)	f. Knowledge of the legislation and practice within Revenues and or Benefit administration (A,I) g. Knowledge of Northgate Revenues and Benefits computer systems and Civica document management system(A,I) h. Knowledge of Welfare Benefits (A,I)
Personal Aptitudes and skills	6. Ability to maintain positive relationships that generate confidence and credibility (I) 7. Ability to work on own initiative and seek out improvements wherever possible(I) 8. Ability to communicate complex data in a clear understandable form to a wide audience(I) 9. Good time management (I) 10. Organisational skills (I) 11. Confident decision maker (I)	
Disposition	12. Highly motivated and enthusiastic (I) 13. Able to demonstrate discretion, tact and integrity (I) 14. Commitment to customer care (I) 15. Innovative (I)	
Other requirements	16. Flexible approach to working hours(A,I) 17. Comply with the Council's Equalities and Diversity Policy (I)	

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