



Financial Assessments and Benefits Officer - (Adults)

Salary: Band: 7, £32,061 - £36,363 p.a.

37 hours per week

Office attendance is required minimum 2-days a week for full time staff but may be more subject to business needs.

Portsmouth City Council is committed to safeguarding and promoting the welfare of 'adults at risk' and expects all staff and volunteers to share this commitment. Every post is subject to PCC and Portsmouth Safeguarding Adults Board safer recruitment procedures.

This role requires a Disclosure and Barring Service (DBS) check at Enhanced level which will be required prior to any offer of employment and this post is exempt from the Rehabilitation of Offenders Act 1974.

The Service

The Financial Assessment and Benefit Team are located within the Adult Social Care Income Team sat within the Finance Directorate, providing a front-line service to clients in receipt of Adult Social Care services.

What is the role?

This is an excellent opportunity for a motivated professional with understanding of Adult Social Care services, charging framework and welfare benefits to develop a specialist career in a role that combines technical expertise, client engagement, and meaningful impact.

Join Portsmouth City Council's Adult Social Care Finance Team in a key specialist role supporting vulnerable adults who have been assessed to contribute to the cost of their care and support services and maximise their financial wellbeing.

As a Financial Assessments and Benefits Officer, you will deliver high-quality, person-centred financial assessments and welfare benefits advice for Adult Social Care clients, in line with the Care Act 2014 and local charging policies.

Primarily a visiting role, you will apply your technical expertise to ensure accurate charging decisions, while supporting clients and their representatives to understand their financial responsibilities and entitlements in the comfort of the client's own home or chosen location.

Key Responsibilities

- Undertake comprehensive financial assessments for Adult Social Care clients, including home visits, to determine contributions towards care costs in line with statutory guidance and local policy
- Provide specialist welfare benefits advice, ensuring clients and carers receive their full statutory entitlements and support income maximisation
- Identify eligibility for benefits such as Attendance Allowance, Personal Independence Payment, Universal Credit, Pension Credit, and Housing Benefit, and support applications where appropriate



- Explain complex financial decisions clearly, including assessed charges, disability-related expenditure, and deferred payment arrangements
- Analyse financial information and evidence, including bank statements, property assets and legal documentation, to inform robust assessments
- Work collaboratively with social work teams, billing, debt recovery, commissioning and legal services to ensure effective and compliant service delivery
- Contribute to the ongoing development of processes, guidance and best practice, supporting continuous improvement within the service.

Ideally, you will bring a strong foundation in Adult Social Care finance and welfare benefits, with the ability to apply legislation and policy confidently in a front-line setting.

Who is the person?

You need to demonstrate:

1. Experience in working within a front-line customer facing service
2. An understanding of the chargeable services provided by Adult Social Care
3. An understanding of the Care Act 2014 and how this underpins ASC charging frameworks
4. Experience of completing mean tested financial assessments in relation to charging for adult social care services
5. The ability to identify entitlement to unclaimed disability benefits, means tested benefits, premiums and state pensions and provide support with claiming these ensuring maximisation of client income
6. Strong analytical skills with the ability to interpret complex financial information and evidence
7. The ability to work independently, exercising sound professional judgement in sensitive situations.
8. Excellent communication skills with the ability to explain complex information clearly to a wide range of audiences. You will have the ability to converse at ease with customers and provide advice in accurate spoken English.
9. A customer-focused, empathetic approach when working with vulnerable adults and their representatives.
10. To be competent in the use of large finance systems and proficient in the use of Microsoft word, excel outlook and teams.
11. An understanding of GDPR and keeping data secure.
12. Flexibility to change with the changing demands of the Financial Services.
13. To have the ability to get on well with colleagues & team members.
14. Be able to prioritise and plan your workload.
15. The ability to drive would be an advantage or be confident in the use of public transport to enable you to fulfil the duties of the post. You will be expected to travel around the city, visiting clients in their homes on a daily basis

You will need to demonstrate that you have the Right to Work in the UK. No post will be offered without it.

General Data Protection Regulation (GDPR)

Portsmouth City Council is the Data Controller of any personal information you provide when applying for a job. It will only be used in connection with the recruitment process and will not be kept for longer than necessary. For more detailed information you can access the Data Protection Privacy Notice on our [careers portal](#).