



Financial Assessments and Benefits Officer (Children's)

Salary: Band: 7, £31,067 - £35,235 p.a. (£15,533 - £17,617 for 18.5 hours)

18.5 hours per week - all day Monday and Tuesday, Friday (am or pm - to be discussed at interview).

Portsmouth City Council is committed to safeguarding and promoting the welfare of children, and young people, and expects all staff and volunteers to share this commitment.

Purpose:

The purpose of this role is to visit all perspective special guardian order of looked after children in Portsmouth. To assess how much, if any, financial support they are eligible for from the Local Authority.

Collecting sensitive financial information, relevant to the financial assessment process and providing a high-quality welfare rights and benefits advice within the client's home.

Assisting with Budgeting advice and support in making welfare benefit applications and processing any changes in financial circumstances to ensure accurate rates of payments are made.

Ensuring all changes of circumstances are processed in a timely manner to avoid under or overpayments of financial support.

What is the role?

To collate, analyse and interpret financial information to inform eligibility and level of allowance payable to individual families in accordance with PCC policy and Government guidelines.

To act in an advisory capacity in relation to signposting customers to consider their eligibility for any DWP benefits to which they may be entitled to and support in welfare benefit application process to maximise family household income. So that the income of the customers and Portsmouth City Council can be maximised.

Ensure the effective completion of financial assessment and annual reviews ensuring income maximisation and provide quality assurance that agreed processes and policies are consistently applied. This will include annually visiting families subject to financial support payments to ensure information held by PCC is accurate and the correct level of payment is being maintained.

To develop and establish systems and business processes to ensure high quality and accurate financial reporting in adherence to PCC financial rules and other statutory and regulatory reporting requirements.

Maintain internal systems by accurate data management and case recording to safeguard the integrity and security of all data held on electronic and manual systems.



The post holder may provide support to managers as requested to investigate complaints and representations received from customers.

Identify improvements to processes and procedures and ensure the implementation of changes is managed effectively, guaranteeing the application of professional standards.

Who is the person?

You need:

1. To have proven experience in working within a busy front-line service.
2. An understanding of the services provided by Children's Social Care.
3. Experience of working within Welfare Benefit's with particular knowledge of benefits that may be applicable to families and children with disabilities.
4. The ability to identify potential entitlement to unclaimed benefits.
5. The ability to form good relationships & provide a first-class service both internal and external.
6. To be able to communicate effectively with staff at all levels, including senior officers.
7. Ability and proven experience of working with members of the public.
8. To have the ability to get on well with colleagues & team members.
9. Be computer literate - be proficient in the use of Word, Outlook etc. plus the ability to use large databases such as Mosaic.
10. Have excellent attention to detail.
11. Have a good knowledge and understanding of customer care, equalities & Health & Safety
12. Have the flexibility to change with the changing demands on Financial Services.
13. Have good communication skills both verbal and written.
14. Be able to prioritise and plan your workload.
15. Have empathy, sensitivity and integrity when dealing with clients.
16. An understanding of Data Protection and keeping data secure.
17. The ability to travel to enable you to visit clients to fulfil to duties of the post.

How to apply: Please see the job profile and ensure that you address and fully demonstrate how you meet each point in the 'who is the person' section of the job profile. This is really important as if all the information is not completed you are likely not to be shortlisted. In addition, please **read and follow the guidance in the 'How to Apply'** on the careers portal, **before** you complete your application. **PLEASE DO NOT JUST SUBMIT A CV.**

General Data Protection Regulation (GDPR)

As part of any recruitment process, Portsmouth City Council collects and processes personal data relating to job applicants. Portsmouth City Council is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations under the General Data Protection Regulations (GDPR).

Completing and sending an application in for a vacancy is your consent for us to process your data for the purpose of recruitment. Your data is not used in any other way and you



can withdraw your consent at any point in the recruitment process and we will destroy or delete your information.

For more detailed information on what we collect, how we use, store, delete data and your rights you can access a privacy statement on our Job board.

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