

## JOB PROFILE: WELFARE BENEFITS EXECUTIVE

Role:	WELFARE BENEFITS EXECUTIVE	Date profile last reviewed:	SEPTEMBER 2024
Name:		Reports to:	BENEFITS ADVICE SERVICE MANAGER

### MAIN SUMMARY OF ROLE:

To work as part of a team within the Grants and Housing department, providing a specialist service for the RAF community to ensure income, particularly statutory benefit entitlement, is maximised by those seeking assistance from the Fund.

### KEY ACCOUNTABILITIES/RESPONSIBILITIES:

- Assessing applications for welfare assistance received from beneficiaries of the Fund, specifically in relation to identifying benefit entitlement.
- Maintaining a caseload, providing assistance to beneficiaries with accessing and retaining entitlements across all 4 Nations of the UK and on occasion providing advice to those living in Europe or returning to the UK.
- Working in conjunction with the other Welfare Benefits Executives to provide advice and assistance with maximising general income among beneficiaries and those seeking assistance from the Fund.
- Providing advice and guidance regarding welfare benefits and income maximisation matters to beneficiaries, case working organisations and staff, including the development and maintenance of various publications and information materials.
- Assisting Welfare Executive colleagues by ensuring that all information necessary is available to enable a proper judgement to be made in relation to applications for financial assistance, identifying entitlement to statutory support and other sources of income, resolving anomalies and rectifying omissions and errors as necessary.
- Liaising with public authorities as necessary on support available to beneficiaries, including providing written and oral representation where appropriate. Wherever practicable advising and assisting caseworkers to undertake such enquiries on behalf of the Fund.
- Building relationships with case working organisations and stakeholders, promoting the service available and arranging referral mechanisms.
- Developing and maintaining a database of relevant organisations for onward referral that can provide local assistance where appropriate.
- Contributing to Fund policy in relation to welfare benefits and income maximisation issues.
- Preparing and updating records for all cases detailing the advice and assistance provided, updating the relevant case management systems and maintaining records of outcomes.
- Taking a proactive approach in continuing to display an up-to-date specialist knowledge of state benefits and income maximisation, including those in the devolved nations, and providing training and updates to welfare staff.
- Contributing to maintaining and increasing the profile of the Fund, providing presentations and briefings to external audiences as required.
- Identifying those beneficiaries with debt problems and referring them to appropriate and authorised debt agencies in line with Fund policy.
- Undertaking any tasks not necessarily related to specific casework as directed by Head of Housing and Grants and Director Grants Services and Programmes.

**COMPETENCIES REQUIRED FOR THE ROLE**

<u>Essential</u>	<u>Desirable</u>
<ul style="list-style-type: none"> <li>Deciding and Initiating Action</li> <li>Persuading and Influencing</li> <li>Planning and Organising</li> <li>Relating and networking</li> <li>Writing and reporting</li> <li>Applying expertise and technology</li> </ul>	<ul style="list-style-type: none"> <li>Adapting and responding to change</li> <li>Presenting and Communicating information</li> <li>Adhering to principles and values</li> <li>Following instructions and procedures</li> <li>Learning &amp; Researching</li> <li>Achieving personal work goals and objectives</li> </ul>

**QUALIFICATION(S), KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED FOR THE ROLE**

**Academic or Professional Qualifications (or equivalent):**

<u>Essential</u>	<u>Desirable</u>
<ul style="list-style-type: none"> <li>Degree level qualification or equivalent level of professional experience or qualifications</li> <li>Evidence of specialist welfare benefits training</li> </ul>	<ul style="list-style-type: none"> <li>Law degree or equivalent</li> <li>Evidence of Continuing Professional Development (CPD)</li> </ul>

**Knowledge/ Experience:**

<u>Essential</u>	<u>Desirable</u>
<ul style="list-style-type: none"> <li>Thorough knowledge of welfare benefits, tax credits and current welfare reforms.</li> <li>Experience of carrying out benefit calculations.</li> <li>Relevant recent experience of providing advice and assistance on welfare benefits and wider income maximisation areas via a variety of channels.</li> <li>Excellent IT knowledge, including Outlook, Word, Excel and significant experience of working within a case management system.</li> <li>Experience of leading / coordinating initiatives or projects.</li> </ul>	<ul style="list-style-type: none"> <li>Experience of tribunal representation.</li> <li>Experience of grant making within a welfare environment.</li> <li>Knowledge / experience of the RAF.</li> <li>Working knowledge of PowerPoint and experience of delivering presentations.</li> <li>Knowledge / experience in general welfare matters, including debt, housing and care.</li> </ul>

**Skills/Abilities:**

<u>Essential</u>	<u>Desirable</u>
<ul style="list-style-type: none"> <li>Ability to work effectively under pressure and without close supervision.</li> <li>Excellent people and relationship management skills.</li> <li>Ability to analyse information to help determine resource requirements</li> <li>Excellent IT skills including all Microsoft Office products</li> </ul>	<ul style="list-style-type: none"> <li>Ability to network and form relationships across the sector.</li> </ul>

**Other Requirements:**

- Must obtain a satisfactory Standard (DBS) certificate.
- Be based at 67 Portland Place for a typical minimum of three days per week.
- Travel to other Fund locations in the UK (as appropriate).

**Signature**

I confirm this job profile has been drawn up with my full involvement and accurately reflects the responsibilities of the role.

Postholder's Signature:

NAME:

Line Manager's Signature:

NAME:

Date: