

Job Description

Cyngor Bwrdeisdref Sirol

Blaenau Gwent

County Borough Council



Resources Division

Post Title	Engagement Officer - Universal Support		
Post Number	TBC	Grade	Scale 4
			£17,333 - £19,817
Base	Civic Centre / DWP offices	Hours	37 per week
Car User Allowance	Approved Casual	Disclosure	N/A
Contact	Service Manager Benefits 01495 355189	Updated	August 2014

Principal Job Purpose

Responsible to: Service Manager Benefits/Universal Support Project Manager

Responsible for: The Universal Support project is to provide support to a group of customers in receipt of Housing Benefit and other welfare benefits to identify barriers and help prepare individuals for the implementation of Universal Credit.

The Engagement Officer will be responsible for engaging with customers via various methods of engagement

Principal Accountabilities

1. Participating in the Universal Support delivered locally project.
2. Assist the Project Manager in the development of a robust engagement strategy.
3. Assisting on the development of an effective communication strategy.
4. Analysing data from the Housing Benefit section.
5. Dealing with members of the public who are participating in the project.

6. Engaging with the public via various engagement tools, i.e. face to face, telephoning.
7. Developing marketing / advertising tools for the project.
8. Development of social media applications.
9. Ensure the project is delivered on time.
10. Providing the Project Manager with routine updates to ensure the project meets its objectives.
11. Working and adhering to tight deadlines.
12. Ensure accurate data is kept to facilitate the evaluation process.
13. Assist in the evaluation of the project.
14. Communicate effectively with partners.
15. Participation in meetings.
16. Provide updates on the project routinely to the strategic partnership board.
17. Minute taking at meetings.
18. Recording data relevant to the project.
19. Setting up referral processes with partners.
20. Completion of individual learning plans for the participants of the project.
21. Explore alternatives for participants of the project to improve their personal circumstances.
22. Improve digital activity for participants.
23. Develop personal budgeting support tools.
24. Develop triage system.
25. Testing and trialling electronic applications for benefit and discretionary housing applications.
26. Ensure data sharing principles are adhered to in the Local Authority and also other partners.
27. Participation in co-location and one stop shop activities.
28. Keeping up to date on all welfare reform changes, especially Universal Credit.

29. Adherence to Council's Project Management Framework.
30. Deal appropriately with customers, internal colleagues that are subject to participation in the project.
31. Ensuring the Councils Corporate policies are adhered to and strategic challenges met.
32. To comply with the relevant sections of the Authority's policy statement on Health, Safety and Welfare at Work.
33. To adhere to the principles of the Corporate Equality Policy and ensure commitment to anti-discriminatory practice.

Person Specification – Engagement Officer – Universal Support

1. Qualifications & experience	Assessment Method				
	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
Qualifications/relevant experience					
5 GCSE or O' Levels at grade C or above to include English and Maths or equivalent educational attainments.	Essential	✓			
Other experience					
Experience of working in a Housing Benefits/Revenues environment	Desirable	✓	✓		✓
Experience of working in a customer services environment .	Desirable	✓	✓		✓
Knowledge/Skills					
Knowledge of the Welfare Reform Agenda.	Essential	✓	✓		✓
Working knowledge and experience of IT systems including excel and powerpoint.	Essential	✓	✓		✓
The ability to work as part of a team to meet variable deadlines.	Essential	✓	✓		✓
The ability to negotiate.	Essential	✓			✓
The ability to deal sympathetically, firmly and with diplomacy with members of staff and members of the public.	Essential	✓			✓
The ability to remain calm in volatile situations demonstrating tactfulness, discretion and confidentiality at all times.	Essential	✓	✓		✓
Knowledge of Housing Benefit and other DWP benefits.	Desirable	✓	✓		✓
Experience of dealing with difficult situations utilising organisational skills, diplomacy skills, discretion, and persuasive skills when interviewing others.	Desirable	✓	✓		✓

2. Special Requirements	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period

3. Personal Competencies

All competencies are regarded as essential, although it is recognised that some may be achieved over a period of time. All employees are expected to continually develop their competencies in line with the appropriate framework.

In addition to those assessed as part of the recruitment process, competencies will be assessed during the probationary period and afterwards through the Authority's performance coaching scheme.

Assessment Method

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Delivering a Continually Improving Service	Ensures the team understand how they contribute to achieving operational objectives				✓
	Is focused on continually improving performance of self and team and gives regular, constructive feedback on team/individual performance	✓ Essential			✓
	Challenges poor performance appropriately				✓
	Is positive about improving the service and identifies potential benefits for the citizen		✓ Essential		✓
	Consults team and others, inside and outside the organisation, for improvement ideas				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Communicating	Uses appropriate and precise methods of communication	✓ Essential			✓
	Communicates positively and respectfully		✓ Essential		✓
	Checks others' understanding				✓

	Clearly explains and justifies decisions made elsewhere				✓
	Encourages team members to think about and suggest improvements				✓

		Assessment Method			
Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Making Informed Decisions	Considers implications of proposed decisions				✓
	Ensures decisions link to continually improving performance				✓
	Uses problem solving as a method of improving the service		✓ Essential		✓
	Seeks clarification or challenges appropriately				✓
	Explains decisions appropriately				✓

		Assessment Method			
Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Working Together	Understands the benefits of working together		✓ Essential		✓
	Promotes and contributes to partnerships to continually improve services for the citizen				✓
	Networks effectively internally and externally	✓ Essential	✓ Essential		✓

		Assessment Method			
Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Putting the Citizen First	Recognises the importance of the citizen's input to improving the service		✓ Essential		✓

	Ensures team is focused on serving the citizen as the first priority				✓
	Seeks feedback from the citizen on the quality and appropriateness of service delivery		✓ Essential		✓
	Is positive about the organisation and the community it serves				✓

