

Job Description: Terms and Conditions of Employment

Job title:	Welfare Benefits Adviser (2 nd Tier Advice)
Reporting to:	The Head of the Advice and Information Team
Contract:	Permanent
Salary:	£34,500 to £36,500 pa depending on experience
Hours:	35 hours per week (flexible)
Annual leave:	25 days a year annual leave plus bank holidays

There is a six month probationary period.

Job Responsibilities

Main Duties

1. Answer our subscribers' queries on our email query service, using and referring to the HS website, benefits legislation, DWP circulars and guidance where appropriate.
2. Collaborate with colleagues to ensure accuracy and completeness of replies, and review colleagues' query answers.
3. Working with colleagues, consider the implications of issues raised by subscribers' questions to the query service, and make decisions / recommendations on what information, tools and training resources may be required.
4. Contribute to the development of Housing Systems' information website, researching and analysing relevant benefit legislation, caselaw, policies and guidance, considering the implications for claimants.
5. Working with our Creative Designer to produce new resources as required, including standard letter templates, summary sheets, and flowcharts.
6. Get involved in other projects that intrigue you. This could include, for example: using your specialist knowledge to help maintain the quality of e-learning, write and co-host our monthly fun quizzes, contribute to the newsletter, deliver "spotlight sessions" for new subscribers to showcase the resources on the website.

Other Duties

7. Identify the information needs of our subscribers: this includes frontline support, income teams, managers, lettings and welfare rights/financial inclusion workers. Contribute ideas for new products and services.
8. Keep up to date with social security legislation and policy changes; disseminate to colleagues as appropriate.
9. Attend and actively contribute to Housing Systems meetings and conferences.
10. Ensure that project deadlines and budgets are adhered to.
11. Comply with, and actively support, Housing Systems' policies and practices.
12. Take on other tasks as reasonably required by your line manager.

