



Changing lives every day

**Welfare Benefits Specialist (full
time)**

Salary from £21,500

Starting salary based on experience

Auriga Services Ltd

Emmanuel Court, 12-14 Mill Street

Sutton Coldfield, B72 1TJ

www.aurigaservices.co.uk

Background

Auriga Services Ltd is a dynamic, fast growing public benefit entity. With a track record spanning 23 years, we are mature enough to provide outstanding service through the application of extraordinary levels of skills and experience. We manage combined annual funds of over £15 million helping people alleviate their debt and realise income and benefits that make a real difference to the quality of their lives.

We achieve all this through the administration of charitable trust funds for water company customers, and income realisation for local authority residents and patients within the NHS. We help 1,300 people every day who are experiencing financial hardship.

We are a company of over 85 friendly staff based in Sutton Coldfield. We are seeking exceptional people with passion, enthusiasm and ability to join and make our mission a reality.

We enjoy flexible and home working, a generous holiday allowance, good pension and a great working environment.

Job purpose

Accountable to the Assist team manager, the Welfare Benefits Specialist will work with, support, assist and represent vulnerable people of all ages and abilities. You will work with the elderly, ill, disabled and the young out on site, in their homes, support groups, the NHS or schools.

The role will also involve supporting other members of the team to help them reach their full potential. The role will involve some travel.

Responsibilities

Role responsibilities will include but are not limited to:

1. Working with and supporting vulnerable people of all ages and abilities. This could include but is not limited to giving money management advice and helping them to become better money managers. Your role will be far-reaching, challenging and rewarding. You will establish a relationship based on trust to ensure you provide the necessary support and assistance to the vulnerable adult;
2. To carry a caseload of enquiries requiring detailed ongoing casework with welfare benefits issues. To maintain appropriate records relating to the clients related activity and interventions within their caseload, ensuring that procedures are followed to ensure quality and client satisfaction;
3. To be responsible for sharing knowledge about specific areas with colleagues and others in a variety of training situations;
4. To actively engage with the supervision process, making relevant suggestions for personal professional development and service improvement, including committing to a file review process;
5. To provide technical guidance to other members of the team;

6. To keep knowledge on case law, legal matters, updates and reforms up to date;
7. To ensure a high quality service to customers including, but not limited to, face to face, telephone, written and emails;
8. Able to identify own training and development needs;
9. Ability to work within and adhere to organisational policies and procedures;
10. Comply with the requirements of GDPR; and
11. Complete other work considered commensurate with the role including, non-specialist areas such as generalist debt advice.

Key skills and attributes

- Excellent in active listening;
- Being able to understand and encourage others to contribute and debate ideas;
- Can offer inspiration and solutions;
- Ability to see the bigger picture, fully aligned with strategic objectives;
- Focused on continuous improvement;
- Being able to work under pressure to plan and manage own caseload and service levels;
- Excellent and adaptable interpersonal skills both in formal and informal situations;
- Excellent written, verbal and presentation skills;
- Flexible, self-motivated, enthusiastic and resilient;
- Attention to detail; and
- Focused on outcomes without compromising on quality.

Person specification

Education and qualification

Good standard of education, including Mathematics and English.

Experience & Knowledge

Essential

- An experienced advice worker with at least 2 years' experience;
- Experience of representation at tribunal hearings;
- Excellent knowledge of the benefits system;
- A good working knowledge of welfare rights;
- IMA qualified or working towards; and
- IT literate.

Desirable

- Knowledge of the charity sector; and
- Knowledge of debt advice practice.

Contract and Hours

This is a permanent full time contract, working 37½ hours per week with additional work as required.

How to apply

Please send a letter introducing yourself, as well as providing us with a job relevant CV. We're looking for those that take the extra effort to do some research about us, and demonstrate a desire to work in a company with our values.

We automatically reject an application that arrives without a covering letter.

Send your covering letter and CV by email to:

Eleanor Poole: epoole@aurigaservices.co.uk

Closing Date: Friday 21st May