

Job Description

Job Title:	Welfare Benefits Specialist (Digital)
Department:	Turn2us
Reports to:	Welfare Benefits Projects Manager
Location:	Head Office
Purpose of the Role:	Provide expert analysis on welfare benefit entitlement rules to plan, develop, review and manage the Turn2us Benefits Calculator and a range of welfare benefits resources.

Key Responsibilities and Accountabilities:

1. Develop, review and update a range of welfare benefit content, tools and resources including the Turn2us Benefits Calculator
 2. Provide expert analysis on the rules for entitlement to welfare benefits
 3. Develop and manage a personal work programme.
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Key Duties

1. Develop, review and update a range of welfare benefit content, tools and resources including the Turn2us Benefits Calculator

- Plan, write, review and update a range of welfare benefit content, information and resources on the Turn2us website
- Ensure accuracy and relevance of welfare benefits content, information and resources, employing appropriate quality assurance processes such as peer reviewing.
- Develop and update resources to support training on the Turn2us Benefits Calculator
- Develop test cases and test enhancements to the Turn2us Benefits Calculator the rules for entitlement to welfare benefits.
- Produce clear briefs for the technical development team outlining changes/additions to rules for statutory benefits, linked entitlements and concessions in order to make changes to the Turn2us Benefits Calculator
- Manage the issue tracker to verify, record, and manage the resolution of faults and enhancements to the Turn2us Benefits Calculator.
- Deliver training and presentations to colleagues, the Turn2us helpline and external organisations from time to time.

2. Provide expert analysis on the rules for entitlement to welfare benefits

- Research, analyse and interpret policies, legislation and programmes relating to changes in the rules for assessing entitlement to welfare benefits, making claims and appeals.
- Handle information requests regarding welfare benefits, including responding to online enquiries from the public, contributing to news articles and press releases and taking part in media interviews.
- Attend and contribute to external meetings and conferences on welfare benefits.
- Provide expert information on the welfare benefit system for briefing in to departments across the organisation.

3. Develop and manage a personal work programme

- Develop month by month work programmes demonstrating how objectives will be achieved.
- Meet regularly with the Welfare Benefits Projects Manager to review progress and challenges.
- Attend and participate fully in team and other meetings.
- Develop and maintain effective working relationships with all other staff.

These are the normal duties, which the Charity requires from the position. However, it is necessary for all staff to be flexible and all employees will be required from time to time to perform other duties as may be required by the Charity for the efficient running of the charity. This Job Description is non-contractual. It will be reviewed from time to time and may be subject to change. The post holder will be expected to ensure that their work complies with contractual terms and conditions, the Charity's policies and procedures and key legislation, including the General Data Protection Regulation (GDPR) and charity law.

Person Specification

Education:

Necessary:

- Educated to degree level, or equivalent written and analytical skills.

Skills:

Necessary:

- Highly IT literate, including the ability to use the internet, Excel, Word and PowerPoint confidently Excellent analytical and problem solving skills
- Excellent written and verbal communication skills, with an ability to communicate with confidence to a wide range of individuals and organisations
- Ability to present complex information logically in easily readable formats
- Ability to meet deadlines, multi-task, and work in a fast paced environment
- Ability to plan and deliver projects and a work programme to agreed deadlines.
- Proven high level quantitative or qualitative research skills

Desirable:

- Ability to write content for the web.

Knowledge:

Necessary:

- Extensive, up-to-date, in-depth knowledge of welfare benefits, including the ability to deconstruct the rules for entitlement to statutory benefits linked entitlements and concessions.

Desirable:

- Broad knowledge of the scope of the Third Sector.

Experience:

Necessary:

- Experience of working within the welfare benefits advice or legislation sectors
- Experience of working within a team.

Personal Attributes:

- An understanding and commitment to promote equal opportunities and diversity
- Personal values that reflect those of Turn2us –Compassionate, Open, Collaborative, Innovative, Driven
- Excellent oral, written and editing communication skills.
- A positive and energetic approach to problem solving.
- A commitment to very high standards of work and customer care.
- Highly motivated with an ability to work on own initiative and work proactively in key areas of responsibility.
- Ability to travel to meetings and conferences across the UK.