



SUSSEX

WE ARE  
MACMILLAN.  
CANCER SUPPORT

# Macmillan Welfare Benefit Adviser

## Macmillan Advice

### Person Specification

Ref: 145

---

#### Person Specification

This post requires that the post holder has the following skills and experience to fulfil the job description.

When completing your application form, in section 6 “Person Specification” please address yourself to each of the points marked with an asterisk \*. Please number each point and clearly explain how your experience, skills and knowledge meet the requirements specified.

#### Essential Experience and Skills:

1. Good knowledge of the UK welfare benefits system with experience of providing advice on eligibility to welfare benefits and knowledge of the relevant application processes. \*
2. Experience of providing advice on income maximisation through benefit take up. \*
3. Excellent verbal and communication skills: giving advice remotely (by phone and on-line) and in person, writing letters and writing up notes. \*
4. A good level of numeracy. \*
5. Attention to detail. \*
6. Ability to manage a busy caseload, working under pressure and meeting deadlines. \*
7. Track record in meeting casework targets. \*
8. Experience of team working. \*
9. Ability to use a case management system and other computer systems. \*
10. Willing to undertake training. \*
11. An understanding of and commitment to Equality, Diversity, and Inclusion. \*

#### Desirable Knowledge and Skills:

1. Experience of providing written representation including at the First Tier Tribunal.
2. Knowledge or experience of working in the advice and or health sector.
3. An awareness of debt issues and making referrals to appropriate agencies.
4. Experience and understanding of working with those affected by cancer and their families and carers, or of working with a vulnerable client group.