

# **Universal Credit Adviser**

## **Personal Criteria**

### **Essential**

1. Good interpersonal skills and interaction with others; demonstrable customer care skills
2. Sensitive listening and questioning skills to understand the needs of others
3. Good standard of literacy and numeracy, including an ability to check the accuracy of calculations and to communicate effectively both verbally and in writing
4. Ability to keep accurate records on an electronic case recording system
5. Ability to use IT systems and packages and electronic resources in the provision of information and in assisting clients
6. Experience of managing time against competing priorities and handle a varied workload in a busy working environment in order to meet agreed targets
7. An understanding of and commitment to client empowerment
8. A commitment to equality and the skills to engage, communicate and work with a wide range of people from different backgrounds, many of whom are vulnerable
9. Ability to monitor and maintain own standards working to a high quality and a recognised quality standard

### **Desirable**

1. Experience of providing advice or information to members of the public either telephone or webchat.
2. Knowledge and understanding of Welfare Benefits, especially Universal Credit, and how they impact on clients and their families