

Vacancy Information



Position details

Position: Benefits Assistant Team Leader

Job reference: ED03/149

Service: Revenues and Benefits

Closing date: Noon 16 February 2012

Contact details

Human Resources
East Devon District Council
Knowle
Sidmouth
EX10 8HL

Tel: 01395 517553
Email: jobs@eastdevon.gov.uk



INVESTOR IN PEOPLE



Protective Marking: UNCLASSIFIED

Assistant Team Leader (Benefits)

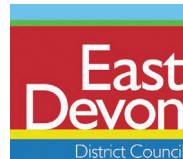
£20,198-£22,221 per annum | Sidmouth, Devon

Our ambition is to make East Devon an outstanding place to live, work and enjoy life for everyone. We are lucky to be able to live in such a beautiful part of the country, but we need to work hard to keep it that way. By making the best use of this outstanding environment, we will be able to enhance our natural assets and improve the things that matter to our residents, businesses and visitors.

Joining our talented Benefits team, you will help manage our Benefits service on a day-to-day basis, working alongside the Team Leader to make sure we deliver a customer-focused service. You will process and assess applicants for Housing and Council Tax Benefit in accordance with current legislation, dealing with more complex and vulnerable cases, as well as being involved in staff development.

You should have a good knowledge of Housing and Council Tax Benefit legislation, along with experience of processing benefits applications. Just as importantly, you will have excellent communication skills, be computer literate, and be adept at dealing with people (often in difficult situations). You'll need to be willing to work non-standard hours, and visit customers in their own home.

**To apply online, please visit our website www.eastdevon.gov.uk or www.devonjobs.gov.uk Alternatively if you have no internet access then contact the First Stop Desk on 01392 383034 quoting ref: ED03/149.
Closing date: Noon 16 February 2012.**



INFORMATION FOR APPLICANTS

Thank you for your application!

To help you with your application we are taking this opportunity to provide you with information, which we think will be useful. This is split into information relating to:

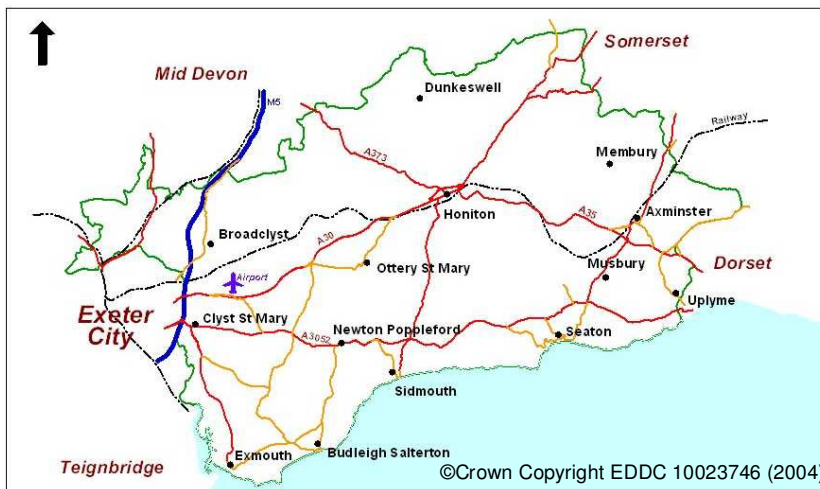
- The district area of East Devon.
- Information about the Council.
- Application guidance.
- What happens after you submit your application.
- What happens if you are successful.
- Other general information.

The District

East Devon is one of eight Devon districts and, in population terms, it is the largest in the County.

Our district is set in a particularly attractive part of Devon in which to live and work. The coastline forms part of England's first World Heritage site designated for its natural environment. There are two areas of outstanding natural beauty and, within the district generally, there are extensive leisure opportunities and sports facilities.

The East Devon District Council's (EDDC) area of 81,477 hectares borders Exeter, Somerset and Dorset and comprises the area between the River Exe and outskirts of Exeter to the West, Somerset (inland) and Dorset to the East. Our larger coastal resorts are Exmouth, Budleigh Salterton, Sidmouth and Seaton and the major towns in the mainly rural inland area are Honiton, Ottery St Mary, Colyton and Axminster.



EDDC has agreed to share a joint Chief Executive with South Somerset District Council (SSDC). EDDC and SSDC are the two biggest councils in the South West and are subsequently the biggest district partnership in England. Although our Chief Executive is jointly shared between the two councils, EDDC and SSDC remain separate authorities and retain their own councillors and serve their existing populations. It is anticipated that the sharing of our Chief Executive will help unlock savings for both Councils and protect services for the citizens of both districts.

The Council's Corporate priorities are:

Priority One - Thriving communities

- a. Make more affordable homes available for our residents.
- b. Maintain residents' high satisfaction with their area and home as places to live.
- c. Delivery of strategic employment sites in the West of the District.
- d. Regeneration of Exmouth and Seaton.
- e. Delivery of economic growth throughout the District.

Priority Two - Outstanding environment

- a. An outstanding environment.
- b. A rise in recycling and composting and a fall in the disposal of other waste.

Priority Three - Excellent services for our customers

- a. Efficiencies; financial and time-saving.
- b. Improved services through understanding our customers.
- c. Consistently satisfied customers.

The Council

The Council has 59 Members and employs a total of approx. 519 permanent and Fixed Term employees with a year or more service. EDDC administers the services of a non-metropolitan District Council including car parking, cleansing, environmental health, grounds maintenance, housing, planning and revenue collection.

Senior Management Team

There are three Corporate Managers, four Heads of Service, two Deputy Chief Executives and the Chief Executive.

CHIEF EXECUTIVE – MARK WILLIAMS

Deputy Chief Executive – Transformation and Systems Thinking – Denise Lyon	Develop and measure the Corporate Business and design it around the customer Equalities Deliver major projects
Deputy Chief Executive – Development, Regeneration and Partnership – Richard Cohen	Development, Regeneration and Partnership Asset management Deliver major projects
Head of Housing – John Golding	Homeless/Housing Needs, Housing Management, Housing Strategy and Enabling, Private Sector Housing, Home Safeguard.
Head of Economy – Kate Little	Planning, Building Control, Economy, Estates and Property Services, Growth Point Team
Head of Environment – Simon Smale	Environmental Health including Car Parks, StreetScene – Grounds maintenance, cleansing, waste and Countryside and Culture, Engineers, Emergency planning, Health and Safety
Head of Finance – Simon Davey	S151, Financial Services, Revenues and Benefits, Customer Service Centre, Corporate Procurement, Land Charges, Audit & Governance
Corporate Manager – Rachel Pocock	Legal & Democratic Services including Elections and Licensing
Corporate Manager – Karen Jenkins	Organisational Development – HR, Payroll, Training, Communications, Performance reports, Complaints and Freedom of Information.
Corporate Manager – Chris Powell	ICT, Document Management

Application Form, Diversity Monitoring and Criminal Record Declaration Guidance Notes - the Application Form

Completing the application form is the first step of the recruitment process, which may lead to an interview and the possible offer of a job. It is therefore most important that you complete all sections of the form as clearly and as fully as possible.

Please ensure that you complete the application details so that we know which post you are applying for.

Section 1: Personal Details

Please enter your personal details fully and clearly so that we can contact you about your application. You can find your National Insurance number on a recent payslip, P60, P45 or any advice slip from the Inland Revenue or Child/Tax credits. If you do not have a National Insurance Number, please leave this blank.

Section 2 & 3: Employment History

We require information on past and present employment history. If you have recently left school or college and have not yet had any permanent employment, please give details of any other employment that you may have had such as work experience, holiday work or voluntary work.

Please continue on a separate sheet if necessary and ensure that you enclose this with your application form. It is also important to ensure that you explain any gaps in your employment history.

Section 4: Education, Training and Development

We are interested in any form of education you have followed, including any courses that did not lead to an examination or qualification. Please ensure that you state any qualifications that are relevant to the post you are applying.

Please include any training gained through work or other activities that you feel are relevant to the post that you are applying for.

We ask for current details of any professional memberships of organisations or institutes relevant to the job you are applying for.

Section 5: Supporting Statement

This section is to provide you with an opportunity to explain how your knowledge, competencies, skills and experience meet each of the essential requirements of the person specification and as many desirable requirements as possible. Please read the job description and the person specification and think about how you can meet the criteria for the post.

You should try to avoid statements such as "I feel I meet all the requirements of the person specification". Instead, please try to fully explain how you meet the requirements - for example, if the person specification asks for "experience of working with elderly people" you need to explain, when, where and what was involved. Even if you have not had employment before you can draw on life experiences for example, "I helped care for my elderly grandmother for 3 years in the home and I helped her wash and dress daily".

Section 6: Additional Information

If you have a disability, please let us know. We guarantee an interview for any person with a disability who meets the essential criteria. It will also help us to make any arrangements for the interview and/ or a work based exercise.

We will discuss with you at interview if there are any reasonable adjustments that we can implement in order to help you to work with us such as providing specific equipment.

If you are related to a Councillor or an employee of the Council, we ask you to tell us so that we can make sure all applications are treated fairly. You need to tell us if the Councillor or employee is a parent, grandparent, partner, child, stepchild, adopted child, grandchild, brother, sister, uncle, aunt, nephew, niece, or a partner of such person. Soliciting any employee or Councillor of the Council to gain an unfair advantage in your application may disqualify your application.

Section 7- References

It is a requirement to check as a minimum employee's past 3 years' employment or academic history. This may mean that you will need to provide more than two referees. If you are unable to provide referees to support your last 3 years employment history, please refer to Human Resources on 01395 517553 for advice.

Section 8 – Declaration

If you are submitting a paper application, please ensure that you sign and date the application form. If you are submitting an application via email, you will be asked to sign the form either at interview or on your first day of work if successful. Please be aware that any falsification of information will result either in your application not being pursued or dismissal if you have already been appointed.

Diversity Monitoring Form

East Devon District Council believes in valuing diversity and to help us monitor the effectiveness of our policies we ask you to complete this form. It is helpful if you could complete as a minimum the personal details, for example, your name and date of birth, but you need not answer some questions if you prefer not to. This form is separated from the application form and does not form part of the recruitment and selection process.

Criminal Record Declaration Form

As a responsible employer we ask **all** applicants to complete the criminal record declaration form. We only require you to declare any **unspent** convictions at this stage. However there will be further checks with the Criminal Records Bureau for some posts.

Unspent convictions are custodial sentences of more than 2½ years, they are also sentences of less than 2 ½ years where the rehabilitation period has not yet expired.

The completed form will be separated from the Application Form and will not be seen by the recruiting officers until short-listing has taken place.

Problems with completing the application form?

If you are unable to complete the application form, you may ask someone to do it on your behalf or you could contact **Pluss by email at pluss@pluss.org.uk or freefone 0800 91 777 92**. Alternatively, if you would prefer to submit your application form on tape or in another format you may do so but it should aim to follow the format of the application form.

If you need the application form in another format please telephone 01395 517553 or email us at jobs@eastdevon.gov.uk so that we can discuss your requirements.

What happens next?

After the closing date, short-listing will be conducted by a panel, who will match your application against the criteria in the person specification.

If you meet all the essential criteria and you have a disability, you will be guaranteed an interview for the job. The selection process may involve an interview, a short presentation or other work-based test and, if the position is a Line Manager, a mandatory personality questionnaire. The person specification indicates how the criteria will be assessed.

You will be selected for interview entirely on the contents of your Application Form so please read this through carefully prior to submitting it.

Completed Application Forms should be returned to Human Resources. The closing date for this post will be Noon **16 February 2012**.

Unfortunately, we do not acknowledge receipt of your application, but if you have not heard from us within 3 weeks of the closing date, please assume you have not been successful on this occasion.

We retain application forms of unsuccessful applicants (in Human Resources) for 6 months and that of the successful candidate is kept on their personnel file for the period of employment and for a reasonable time thereafter.

We look forward to receiving your application and good luck!

What happens if I am short listed for interview?

Criminal Records Disclosure and Declaration of Spent Convictions

For posts where there is contact with or access to records relating to children and vulnerable adults, an enhanced CRB disclosure will be required for the successful candidate.

The Rehabilitation of Offenders 1974 (exceptions) Order 1975 does not allow employees who will have contact with children or vulnerable adults the right to withhold information regarding previous criminal convictions, cautions and bindovers, including those regarded as "spent" – all must be declared. Applicants who are shortlisted for a post, which is exempt from the Rehabilitation of Offenders Act, will be asked to declare their spent convictions prior to appointment.

A criminal record will not necessarily be a bar to obtaining a post with East Devon District Council – Please see Page 9 for our policy on recruitment of ex-offenders taken from our Employment Screening Policy.

This post is not subject to "Disclosure"

What happens if I am offered the job?

If you are successful in your application we will need to carry out a number of pre-employment checks and we will need to ask you to supply certain information. Below is a list of checks that we will need to carry out depending on your role.

Verification of Identity

Verification of identity is essential before any individual can begin their employment. We will need to establish your full name, date of birth and full permanent address with as many qualifying documents as possible, including National Insurance Number. You will be advised of which documents to supply if you are appointed.

Confirmation of permission to work in the UK

It is a requirement of every individual who works for EDDC to prove his or her right to work in the UK. You must ensure that you inform us as early as possible if you require a work permit to work in the UK.

References

References will be taken up (if they have not been taken up prior to interview) and a start date will not normally be agreed until these have been received.

Qualifications

Qualifications relevant to the position you have applied for will be verified once a job offer has been made. Original copies only will be accepted. Any false statement as to qualification or made in connection with an appointment will disqualify you from appointment and, in any instance where employment has commenced before the disqualification is known, your employment will be terminated.

Declaration of Unspent Criminal Convictions

It is a requirement of all applicants to declare any unspent convictions on the Criminal Record Declaration form so you will need to complete this if you did not submit one with your application form.

Enhanced CRB Check

If it has been indicated in this pack and other related recruitment information that this post is exempt from the Rehabilitation of Offenders Act, you will be required to complete a CRB disclosure form. You need to be aware that such a disclosure might include non-conviction information such as details of cautions, reprimands or warnings and may include police intelligence relating to on-going investigations and relationships with any known or suspected criminals. Your appointment will be subject to a satisfactory check and this will include checking to see that you declared all relevant information on both the Criminal Record Declaration form (Unspent Convictions) and the Declaration of Spent Convictions no matter when they occurred or what the nature of the offence was.

Medical Assessment

Appointment is subject to satisfactory medical assessment. If you are the successful candidate, you will be sent a confidential Health Questionnaire for completion and submission. The assessment relates (only) to employment in the particular post.

The council is signed up to the Mindful employer charter. This means we take a supportive non discriminatory approach to mental health issues and disability and implement good practice and reasonable adjustments where ever possible to help you to work. You will not be discriminated against if you declare you have experienced a mental health problem or have a disability

Other General Information

Union Recognition

The Council recognises UNISON for the purposes of consultation and negotiation of local terms and conditions.

Salary

Salaries are paid on the 25th of the month directly into a bank or building society account. When the 25th falls on a weekend or a bank holiday, payments are made on the last working day before this date.

The rate of pay for the post is determined by our Job Evaluation scheme (Greater London Provincial Council scheme - GLPCS). Starting salary is usually the first point of the grade.

It is important to note, that as a national condition, that if an employee starts between 1 April and 30 September, the employee would not receive an increment increase until the following April.

Employees starting between 1 October and 31 March will receive an increment rise after six months and thereafter April.

Cost of living increases may be awarded throughout the course of employment. These are not guaranteed and are negotiated nationally.

If you are appointed to the post and you are in receipt of Benefit such as Housing and/or Council Tax Benefit (from this or any other council), Tax Credits or any Benefit from the Department of Work and Pensions, it is your responsibility to inform all of the organisations involved that your circumstances have changed. Failure to do so could result in an overpayment of Benefit resulting in recovery action being taken and/or prosecution under the Social Security Administration (Fraud) Act 1997.

Pension

Generally speaking, all employees who are employed for more than 3 months, over the age of 16 years are able to join the LGPS. If you do decide to join then your contributions are based upon a table of pay bandings between 5.5% – 7.5% of your pensionable pay.

Politically Restricted Post (PoRP)

This post **is not** designated a politically restricted post (PoRP) under the Local Democracy, Economic Development and Construction Act 2009. Please see attached guidance for restrictions that will apply to the post holder during employment on page 10.

Annual Leave

Annual leave entitlement is dependent on the grade of the post and is outlined in the table below. In addition there are 8 bank holidays per year and 2 extra statutory days. The entitlements are pro-rata for part time employees.

Grade	Basic	+ 5 years' service*
Grade 1-6	21 days	25 days
Grade 7-8	23 days	26 days
Grade 9-10	24 days	27 days

Please note: *additional leave in the 5th year is calculated on a pro rata basis.

Christmas closedown

The Council has a closedown period over Christmas. The exact length of the closure may vary each year.

Probationary Period

All new employees to the Council are subject to a 6 month probationary period. During this period you will have regular reviews with your line manager to support you during your first months and to assess your progress and training needs.

Welcome Process

As well as a local departmental welcome, you will be required to attend a Welcome Day and work through our e-welcome process which will introduce you to key information, policies and strategies for EDDC.

Performance Excellence Review (PER)

The Council operates a performance excellence review (PER) system to set objectives and set any training and development needs and this is supported through regular one to ones with the line manager throughout the year.

Parking

The Council currently has free parking facilities but employees are encouraged to use alternative modes of transport where possible. We actively encourage car sharing and have allocated spaces for car sharers.

Smoking

The Council operates a No Smoking policy in Council premises or vehicles. There is a designated area for smoking if required.

More information on Criminal Record Bureau Full Disclosure and Politically Restricted Posts

Employment Screening Policy (extract relating to ex-offenders)

For posts where there is contact with or access to records relating to children and vulnerable adults, an enhanced CRB disclosure will be required for the successful candidate.

As an organisation using the CRB Disclosure service to assess suitability for positions of trust, EDDC complies fully with the CRB Code of Practice and undertakes to treat all candidates for positions fairly. We undertake not to discriminate unfairly against any person who is the subject of a disclosure on the basis of conviction or other information revealed.

EDDC is committed to the fair treatment of its staff, potential staff or users of its services, regardless of race, gender, religion, sexual orientation, responsibilities for dependants, age, physical/mental disability or offending background.

We are committed to achieving diversity in our workforce and welcome applications from a wide range of candidates, including those with criminal records. We select all candidates for interview based on their skills, competencies, qualifications and experience.

Unless the nature of the position allows East Devon District Council to ask questions about a candidate's entire criminal record, we will only ask about "unspent" convictions as defined in the Rehabilitation of Offenders Act 1974. We request that this information is sent under separate cover, using the Criminal Record Declaration Form provided with the application form. Failing to provide this information will prevent a candidate's application progressing to the short listing stage.

A CRB disclosure is only requested after a thorough risk assessment has indicated that it is both proportionate and relevant to the position concerned and is therefore exempt under the Rehabilitation of Offenders Act. For those positions where a disclosure is required, all application forms, job adverts and recruitment briefs will contain a statement that a disclosure will be requested in the event of the individual being offered the position. Prior to applying for a disclosure, candidates invited to interview will be asked to declare their "spent" convictions.

We make every person who is subject of a CRB Disclosure aware of the existence of the CRB Code of Practice and make a copy available on request.

We undertake to discuss any matter revealed in a disclosure with the person seeking the position before withdrawing a conditional offer of employment.

Having a criminal record is not necessarily a bar to working with us. This will depend on the nature of the position and the circumstances and background of the offences.

POLITICALLY RESTRICTED POST (PoRP)

If your post has been designated a politically restricted post (PoRP) under the Local Democracy, Economic Development and Construction Act 2009, here is some further information.

Posts which are politically restricted are defined as follows:

1. All specified officers, such as the Head of the Paid Service, the Monitoring Officer, (both posts are required under the Act), Statutory and non-statutory Chief Officers and their deputies, officers with delegated powers, assistants to political groups, and Chief Finance Officer. All these officers are politically restricted without rights of exemption or appeal;
2. All posts which meet the duties related criteria for determining a “sensitive post”; unless there is a successful appeal.

HR maintains a list of posts that are restricted or proposed to be restricted.

Sensitive posts are defined as those which meet one or both of these criteria:

- a) Give advice on a regular basis to the authority, to a Committee or Sub-Committee of the Authority or to any joint Committee on which the authority is represented; or where the authority are represented; or where the authority are operating executive arrangements, to the executive of the authority; to any committee of that executive; or to any member of that executive who is also a member of the authority.
- b) Speak on behalf of the authority on a regular basis to journalists and broadcasters.

Only employees who are “politically free” can stand for election or engage in other restricted political activity. The Secretary of State issues regulations prescribing the type of political activities in which politically restricted post holders will be restricted from engaging.

The terms and conditions of employment of those in politically restricted posts are deemed to prohibit activities including:

- public speaking or writing with the apparent intention of attracting public support for a political party
- announcing, causing, authorising or permitting anyone to announce their candidature in elections (except for parish council elections)
- acting as an election agent or sub-agent (except for parish council elections)
- holding certain offices within a political party where the duties are likely to involve participation in the general management of the party or the branch, or in representing the party or branch to external people or bodies
- canvassing on behalf of a political party or for a candidate in an election (except for parish council elections)

Under the regulations if an employee in a politically restricted post writes to this council indicating they wish to resign because they intend to announce, or cause or authorise or permit anyone else to announce that they are or intend to be a candidate in Parliament in a forthcoming election then the employment contract with the council terminates immediately, without the need for either side to give notice.

The Council’s Standards Committee has the responsibility to determine whether individuals should be exempted from political restriction on the grounds that the duties of the post do not fall within the ‘sensitive’ definition.

To appeal against being designated a PoRP holder an individual post holder will need to write a letter, to the Standards Committee, care of the Council’s Monitoring Officer, formally seeking exemption including a full job description of the post.

If the standards committee is satisfied the duties of the post do not meet the criteria it must give a direction to the Authority indicating that it is not a politically restricted post, and that it must be removed from the list, or not placed upon it. The direction should also indicate how long the direction is to last. The standards committee may also direct that posts are included in the list, whether or not an application has been made.

JOB DESCRIPTION and PERSON SPECIFICATION

This document is intended to cover the range of principal duties and areas of work relating to the post. It is the intention to ensure that you are aware of the actual and the potential range, level of duties, responsibilities and areas of operation which may be required. In addition, you may be required to perform other relevant activities commensurate with the grading of this post.

Post title and number:	Benefits Assistant Team Leader (03/149)
Service:	Finance – Revenues & Benefits
Team:	Benefits
Grade & Salary:	Grade 5 (£20,198 - £22,221)
Responsible to:	Benefits Team Leader
Responsible for:	None

Service purpose:

Assist with the management of the Benefits Service to ensure we deliver 'what matters' to the customer and that we pay the right benefit to the right people at the right time.

Job purpose:

Assess and process new, reviewed applications and changes in circumstances for Housing and Council tax benefit so that you deliver 'what matters' to the customer and that the service complies with legislation, corporate priorities and objectives of the Council.

Core accountabilities:

1. Process and assess housing benefit claims including changes in circumstances. Ensure you identify and categorizing overpayments according to legislation having due regard to subsidy implications.
2. Undertake regular accuracy and performance checks of the work carried out by the team. This includes assisting the team leader with setting performance improvement plans where an individual's performance falls below target.
3. Visit customers in their home, attend surgeries, Exmouth Town Hall & main reception, as necessary.
4. Assist and positively support the team leader with strong performance management of the Benefits team using service planning, agreed measures, the Performance Excellence framework, regular one to ones, team meetings.

5. Deal with and process applications for discretionary housing payments.
6. Deal with the more specialized & technical benefit cases; such as; persons from abroad, self employed, reg 8/9 cases, etc.
7. Assist the Team Leader in monitoring and ensuring that the work of the team minimises preventable demand and maximizes the opportunity for the customer to deal with us on a stop basis.
8. Deal with reconsiderations and appeals where the customer is not satisfied with the decision either face to face, by telephone or in writing.
9. Make all necessary decisions regarding the assessment of a claim and only referring those more complex issues to the Benefit Team Leader.
10. Assist the team leader to ensure that the team deliver a highly customer focused service.
11. Train and support new staff on the most effective use of the system, legislation and corporate standards.
12. Act in the absence of the Team Leader.
13. Update council tax records, issue notices, bills, etc as required for when processing benefit claims.
14. Work closely with internal teams for example, Rental, Fraud, Housing and Council Tax to develop positive working relationships and take ownership of customer issues so that we provide a joined up approach for people accessing services.
15. Work closely with external agencies such as the Department for Work and Pensions, Citizens Advice Bureau, Welfare Rights and Private Landlords to develop positive working relationship so we can deliver a highly efficient and customer focused service.
16. Identifying and referring cases where fraud is suspected to the investigation team.
17. Maintain up to date knowledge of legislation. Assist the team leader in keeping staff fully trained on all aspects of delivering the service.
18. Comply with Data Protection, Human Rights, Freedom of Information and ICT security policy.
19. Support the Council's approach to equalities and diversity ensuring that our services and policies identify, address and promote the needs of our diverse community. This includes the need for safety of children and other vulnerable people.

20. Take personal responsibility for the relevant aspects of the Council's Health and Safety Policy.

21. Ensure awareness and compliance with the Council's policies, Code of Conduct and Constitution.

PERSON SPECIFICATION

Category	Requirements	Essential/Desirable (E/D)	Method of Assessment
Education/training	GCSE's or equivalent in Maths and English	D	Application Form
Knowledge	Recent knowledge of housing and council tax benefit legislation.	E	Application Form/Interview
Skills and Abilities	Ability to work in a logical streamlined way.	E	Interview / Test
	High level of written and verbal communication skills.	E	Interview/Test
	Ability to process high volumes of work accurately and efficiently.	E	Interview/Test
EDDC Competencies	<ul style="list-style-type: none"> ▪ Personal effectiveness – accepts responsibility for their own work activities, behaviour and personal development 	E	Interview
	<ul style="list-style-type: none"> ▪ Customer focus – ensures service delivery of 'what matters' to our customers. 	E	Interview

	<ul style="list-style-type: none"> ▪ Working with others – builds relationships and works collaboratively with others to deliver effective services ▪ Analysis, judgement and decision making – makes best use of available information and resources to exercise decision-making responsibilities. ▪ Managing and developing people – is committed to managing performance and developing others. 	<p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p>	<p>Interview / Management scenario test</p> <p>Interview/Management scenario test</p> <p>Interview/Management scenario test</p>
Successful experience in	<ul style="list-style-type: none"> ▪ Experience of processing housing benefit applications. ▪ Experience of dealing with customers . 	<p style="text-align: center;">E</p> <p style="text-align: center;">E</p>	<p>Application form</p> <p>Application form</p>
Special requirements	<ul style="list-style-type: none"> ▪ To attend meetings outside normal working hours with reasonable notice. ▪ Visit customers in their home. 	<p style="text-align: center;">E</p> <p style="text-align: center;">E</p>	<p>Interview</p> <p>Interview</p>

East Devon District Council is committed to providing access, aids, adaptations and alternatives wherever possible and reasonable adjustments to enable disabled people to fulfill the criteria for, and undertake the duties of its jobs.

RISK ASSESSMENT PROFILE

[RAP forms part of the Job Description please ensure a copy is always attached]

Status (please tick)

Permanent	√	Temporary From to	
Full time	√		
Part time / Job share No of hours per week		Casual	
		Voluntary	

This role has been assessed for risk and the following table highlights the demands of the role and the level of risk that may be prevalent in the job when carrying out normal day to day activities. The following key has been used to provide a guide.

Level 1	Seldom or never	Level 4	Regular (2-3 times per week)
Level 2	Occasionally (once a month)	Level 5	Daily
Level 3	Fairly regularly (1 per week)		

Potential risks and hazards	Level of Frequency
Computer user	5
Car driving	2
HGV, LGV driving	N/A
Prolonged sitting, standing	5
Exertion (other than lifting)	1
Lifting	1
Manual handling – repetitive movements, bending twisting	2
Working with the public	5
Face to face contact with abusive customers	3
Lone working	2
Night working = 3 hrs or more between 11pm & 6am	N/A
Shift working	1
Use of chemical and or skin irritants	N/A
• Head phone use/ auditory performance / noise	4
❖ Hand arm vibration / noise	1
❖ Use of machinery / noise / vibration	1
Outside working / inclement weather	1
Exposure to the sun through outside working	1
Working at heights (above 2 metres)	1
Working in confined spaces	1
Risk of exposure to bodily fluids	1
Risk of contact with infectious diseases	1
Risk of exposure to asbestos	1
Other - please specify	

- Any post identified in levels 2-5 will require a hearing test if decibel levels are above 80 [If unsure please check with Health & Safety Officer]
- ❖ Any post identified in levels 2-5 will require a hand arm vibration screening test

The document was reviewed & completed by Libby Jarrett in January 2012.