



Person Specification

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St. Helens Council

Job Title: Direct Payments Advisor

Ref No:SACD9

Knowledge	E = Essential D = Desirable	Identified by
Knowledge of Social Care Services within the Borough	E	Application/Interview
Knowledge of Employment Law, Payroll, Pensions & Inland Revenue legislation	E	Application/Interview
Knowledge and understanding of Direct Payment Regulations	E	Application/Interview
Knowledge and understanding of Data Protection/Caldicott principles	E	Application/Interview
Skills and Abilities	E = Essential D = Desirable	Identified by
Ability to communicate complex Regulations clearly and concisely both verbally and in writing	E	Application/Interview
Ability to interpret changes in Regulations	D	Application/Interview
Ability to deal with issues of a complex / sensitive nature in a professional manner	E	Application/Interview
Ability to work on own initiative managing competing demands and deliver work to tight deadlines	E	Application/Interview
Ability to manage time effectively and prioritise workload	E	Application/Interview



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Experience	E = Essential D = Desirable	Identified by
Prioritising own workload according to competing priorities and meeting deadlines	E	Application/Interview
Experience of operating independently and working as part of a team.	E	Application/Interview
Using Lotus Notes / Microsoft Office applications	E	Application/Interview
Experience of processing payroll using appropriate electronic systems	D	Application/Interview
Working directly with people on a face to face basis within a customer care setting	D	Application/Interview
Experience of using IAS and Controcc Systems	D	Application/Interview
Working in Local Government.	D	Application
Other Circumstances	E = Essential D = Desirable	Identified by
Awareness of disability, diversity and equality when dealing with service users	E	Interview
Willing to undertake appropriate training and development in order to meet the requirements of the post.	E	Interview
Flexible working to ensure appropriate cover with other team members	E	Interview
An ability to fulfil all spoken aspects of the role with confidence through the medium of English	E	Interview
Car driver with valid driving licence and access to a vehicle	D	AF / Interview / Licence