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| Customer Service Assistant – Housing Benefit, Council Tax Reduction and Education Benefits  Job Reference: REQ004865  Service: Revenue and Benefits Assessment Service  Section: Benefits & Financial Assessment  Location: Coed Pella, Colwyn Bay  Salary: G03 - £20,043 - £20,444 per annum  Hours and Basis: 37 hours per week, Fixed term up to the 31/03/2023  Welsh Language Skills:  The ability to communicate in Welsh is desirable for this post.  Manager details for informal discussion regarding the post:  [Helen Hobson / Benefits Manager / 01492 576491 / helen.hobson@conwy.gov.uk]  Conwy is committed to equality of opportunity and we welcome applications from all sections of our community. There is an option for disabled people to apply on different formats. Please contact the HR Team on 01492 576129 for further advice.  Candidates must complete our application form to be considered. CVs by themselves will not be accepted. If you have not received an interview invitation within three weeks of the closing date, you must assume that you have not been short listed for interview.  Conwy is committed to safeguarding. Qualifications and references will be verified. |

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| You will provide an efficient and effective front line service for customers claiming Housing Benefit, Council Tax Reduction and Education Benefits and prevent and detect fraud.  You will encourage customers to claim on line and assist when required.  You will prepare, update and maintain financial records and transactions; assist in the dispatch of notices and documents; prepare and input data; liaise with other departments.  You should have a good standard of education, preferably 6 GCSEs including Maths and English and/or Welsh Language, and experience of dealing with the public.  The ability to work in English is Essential and Welsh would be desirable to the post. |
| Conwy County Borough Council is committed to its Welsh Language Standards. We welcome applications in both Welsh and English and application forms received in either Language will not be treated less favourably than each other.  In promoting Equal Opportunities, Conwy welcomes applicants from all sections of the community. All Disabled applicants who meet the essential job requirements will be guaranteed an interview. The Council will provide appropriate additional work facilities for disabled applicants. |

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| Work life Balance  We promote and understand the importance of a positive and healthy work life balance. Employees working for us will benefit from 8 bank holidays per year and an attractive entitlement of;   * On appointment 25 days * After 5 years continuous service 30 days * After 10 years continuous service 32 days   Part-time employees have annual leave and bank holidays calculated on a pro rata basis.  We also consider a range of flexible working options including:   * Job sharing * Reduced hours and part time working * Term-time only contracts * Compressed hours * Flexi-time scheme * Family friendly & special leave policies   Local Government Pension Scheme  All employees are automatically opted into the Local Government Pension Scheme. More information can be found on:  <https://www.gwyneddpensionfund.org.uk/en/Prospective-Members/Reasons-For-Joining.aspx>  Health & Wellbeing  Your health & wellbeing is important to us and we are committed to promoting a culture where the health and wellbeing of employees is supported. You will benefit from:   * Occupational sick pay * Free access to round the clock Employee Assistance Program for advice and support * A comprehensive Attendance Management Policy to support and help individuals whilst at work, when sick and returning to work.   Conwy Rewards and Vectis Card  Conwy Rewards is a one stop shop for all of Conwy’s staff benefits including salary sacrifice cars from Tusker, Cycle to Work, cashback healthcare, long service awards, discounts plus much more.  You can save using online discounts, discounted gift vouchers, cashback and in store discounts with your Vectis Card. This includes high street shops, cinemas and restaurant discounts through to money of motoring, insurance, hotels and holidays. |