



PUBLIC NOTICE

VACANCY CLAIMS OFFICER

Corporate Finance is seeking to recruit a Claims Officer within the Social Security Office.

The Claims Officer will be responsible to the Claims Manager for carrying out the duties of Adjudication Officer in accordance with the Social Security Ordinance.

The main duties of the post include:

- Interview applicants for Income Related Benefit (IRB) and Basic Island Pensions (BIP) and adjudicate applications ensuring that all forms have been completed accurately in accordance with the Social Security Legislation;
- Implementation of the Unemployment Allowance policy ensuring that applications are appropriately assessed in accordance with the policy and that reassessment timeframes are adhered to;
- Re-assessment of recipients of IRB in accordance with the Social Security Ordinance, Regulations and guidelines as required;
- Monitor, prepare and process amendments to benefit entitlements in line with Changes of Circumstances;
- Provide advice and guidance to Claimants regarding Income Related benefits and Basic Island Pension provisions and requirements.

Prospective candidates should have

- GCSE Maths and English at Grade C or above, or an equivalent qualification, (applicants without a Level 2 qualification in Maths and English may still apply and can undertake a functional skills assessment as part of the recruitment process).
- Able to demonstrate experience of providing excellent customer service while working in a frontline customer focused role that deals with the public on a regular basis and
- A valid Class A Driver's Licence.

The post holder must have good Microsoft IT skills, excellent customer service and communication skills with the ability to deal with a wide range of people. They must be self-motivated and have excellent interviewing and negotiating skills.

Corporate Services, St Helena Government, The Castle, Jamestown, Island of St Helena,
South Atlantic Ocean, STHL 1ZZ Telephone: +(290) 22470 Email: susan.obey@sainthelena.gov.sh

www.sainthelena.gov.sh

Salary for this post is Grade D commencing at £11,034 per annum.

For further details about the post, interested persons should contact Mr Anthony Hopkins, Claims Manager at the 1st floor of the Post Office on telephone number 22605 or e-mail: anthony.hopkins@sainthelena.gov.sh

Application forms are available from Corporate Human Resources and on the SHG website at: www.sainthelena.gov.sh/vacancies and should be submitted through Directors, where applicable, to Madonna Henry, Human Resources Officer, The Castle or e-mail madonna.henry@sainthelena.gov.sh by no later than 4pm on Thursday, 28 November 2019.

All appointments are subject to the successful candidate providing satisfactory clearances, including a medical check and vetting/DBS clearance. SHG reserves the right to have information provided on the application form independently verified.

SHG positively accepts applications from all members of the community regardless of race, gender, disability, age, sexual orientation, religion or belief, and will consider all applications on the basis of merit, in accordance with the person specification. All disabled applicants meeting the minimum criteria listed in the job profile will be guaranteed an interview.

Corporate Services

14 November 2019