



Cumberland Council

Post Specification

Date	July 2025
PG Number	1950
Post Title	Client Affairs Clerk
Job Family	Business Support
Job Family Role Profile	BS5
Final Grade	5

To be read in conjunction with the job family role profile

Service Area description

Providing a specialist function on behalf of the Director of Adult Social Care and Housing; with responsibility for the delegated management of customer finances as directed by the department for Work and Pensions and the Court of Protection, adhering to the legal, regulatory and Council requirements specific to the functions of the Client Affairs Team.

Purpose of this post

To provide clerical and administrative support to the Client Affairs Team

Key job specific accountabilities

1. Complete Housing Benefit and DWP Benefit forms, by collating relevant information from various organisations, to ensure correct benefit is claimed and received.
2. In accordance with set procedures laid down under FIN 21, produce documentation from computerised data to monitor visits to Court of Protection clients within the supported Living Scheme, visiting these homes to check monetary systems are being correctly implemented and providing support and guidance to the staff.
3. Be responsible, along with the Client Affairs Administrator, for maintaining, using various sources of information, relevant databases to ensure daily updated accurate information is available for management information and workload monitoring.
4. Produce and maintain, using agreed systems, the team's diary system for court hearings, house visits, annual visits, and Lord Chancellor visits.
5. Be the first point of contact for all telephone enquiries relating to all aspects regarding the management of client's affairs, sending relevant information to ensure interested parties have the correct documentation as required.
6. Administer the additional moneys request system, ensuring requests are correctly authorised, payments administered, and relevant personnel advised, checking receipts are received and recorded and records accurately maintained.
7. Working as part of a team to provide general administrative support to the Client Affairs Team, including dealing with basis correspondence, telephone enquiries, photocopying and filing.
8. Liaising with all clientele, local authority staff, various offices of the Department for Work and Pensions, District Council housing benefit departments and members of the public.
9. The post holder will be required to take part in a structured scheme of performance, planning, and appraisal, linked to personal training and development plan.
10. In addition to their own principal accountabilities, the post holder will be expected and enabled to contribute more widely to the overall development of the department and its services through training work, specialist projects and other activities, both to promote the post holders own development, and so that knowledge and experience are effectively shared to the overall benefit of the service.
11. The post holder will be responsible, as far as is reasonably practicable, for their own health and safety and the health and safety of other people in course of their work and are expected to take any necessary/appropriate action to ensure this.

Please note annual targets will be discussed during the appraisal process

Key facts and figures of the post

Budget Responsibilities	<ul style="list-style-type: none"> • N/A
Staff Management Responsibilities	<ul style="list-style-type: none"> • N/A
Other	<ul style="list-style-type: none"> • N/A
Essential Criteria - Qualifications, knowledge, experience and expertise	
<ul style="list-style-type: none"> • Equivalent to 3 GCSE, minimum grade C, to include Mathematics and English. • Basic knowledge of financial/administrative systems and procedures. • Basic knowledge of the Department for Work and Pensions • Working knowledge of IT windows-based packages, including Excel and Word • Excellent communication skills both verbal and written and including good telephone manner • Ability to show sensitivity with customers, families, and carer providers • Ability to produce accurate work • Ability to work on own initiative as well as part of a team • Ability to be adaptable • Ability to take appropriate level of responsibility • Appropriate handling of confidential information 	
Disclosure and Barring Service – DBS Checks	
<ul style="list-style-type: none"> • This post requires a DBS check. • The level of check required is: <ul style="list-style-type: none"> ○ DBS Enhanced – Adults 	
Job working circumstances	
Emotional Demands	<p>Dealing with distressing and challenging behaviour in situations with families or acquaintances, where customers may have a mental health illness.</p> <ul style="list-style-type: none"> • Dealing with gathering, recording, and reading subject matter of a distressing nature.
Physical Demands	<ul style="list-style-type: none"> •
Working Conditions	<ul style="list-style-type: none"> •
Other Factors	
<ul style="list-style-type: none"> • N/A 	