WBCS Team
Career progression framework – Experience Route
May 2026

The difference in the career progression routes start from Range 4 roles upwards

Job Title	Range[1]	Development Route	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished)
WBCS Support Officer	Range 3	5 GCSEs or equivalent or demonstrable relevant experience Entry level experience of working within a local taxation, benefit, customer services or a similar office environment.	To provide a high-quality front-line response to customer enquiries in relation to the complex claims and community co-ordination team. Support the delivery of financial and work support to people living in Medway.	Salary: £26, 654	Salary: £29, 231	Salary: £31, 808
					In addition to level 3A	In addition to levels 3A and 3B
				Qualifications • 5 GCSEs (including pass at English & Maths grade 4/C and above) or equivalent qualification • Working towards completing Money Guiders Foundation and Tier 1,2, and 3. **Knowledge** • Understanding of the work involved within a financial services environment such as revenues or benefits, welfare benefits or a similar office environment. **Experience** • Some experience of working within a local taxation, benefit, customer services or a similar office environment. • Starting to gain experience in Revenue and Benefits systems	**Qualifications** • Completed Money Guiders Foundation and Tier 1,2 and 3. • Continued self-learning **Knowledge** • A developed understanding of welfare benefits, Housing Benefit and Council Tax procedures • Starting to understand the relevant legislation relating to welfare benefits and financial welfare **Experience** • Demonstrable experience of providing comprehensive financial guidance to customers • Experience of independently managing own caseload ensuring that all cases are attended to, and accurate, comprehensive records are kept. • Experienced in explaining straightforward tasks to customers, colleagues and other stakeholders, where required.	**Qualifications** **Knowledge** • A comprehensive understanding of welfare benefits • A comprehensive understanding of the relevant legislation relating to welfare benefits and financial welfare. **Experience** • A minimum of 3 years' relevant experience • Experienced in dealing independently with complex cases, knowing when to escalate to managers. • Demonstrable experience of explaining complex tasks to other staff, customers, and other stakeholders, where required

[1] Salaries accurate as of financial year 2024/2025

				Skills • Basic customer care skills demonstrating the ability to be flexible and responsive to the needs of residents. • Good keyboard skills and computer literacy. Ability to input data 'on-line' via PC • Developing skills in providing advice concerning the administration of welfare benefits and financial welfare to customers and stakeholders. • Able to develop the skills to accurately identify safeguarding issues and make appropriate referrals	• Experienced in investigating and responding to initial complaints about the service. • Starting to show experience of supporting other team members **Skills** • Demonstrates proficient use of the NEC Revenues and Benefits system, the NEC Document Management system and Payment Services. • Demonstrates the ability to deal with increasing levels of work-related pressure, for example from deadlines, interruptions or conflicting demands. • Demonstrates good customer care skills, demonstrating the ability to use judgement, and service regulations to assess financial situations and solve varied problems and/or develop short term plans. • Ability to demonstrate an understanding of how teams work with other services and takes a proactive approach towards helping others. • Competent in providing advice concerning the administration of welfare benefits and financial welfare. • Able to accurately identify safeguarding issues and make appropriate referrals	**Skills** • Excellent customer care skills, demonstrating experience of adapting services, where possible, to meet customer needs and can take the initiative to work with other agencies/teams where necessary. • Demonstrates the ability to cope well under considerable pressure and difficult situations, able to identify and act on own development needs • Ability to confidently identify, where appropriate, different council services needed and be able to match these accordingly to ensure the best outcomes for Medway's residents. • Able to provide advice to customers, colleagues and other stakeholders relating to the wellbeing of people.
WBCS Welfare Benefits Advisor	Range 5	At least 5 years' experience in a Welfare Benefits environment	To provide a comprehensive welfare benefits advice and advocacy service with complex claims and community co-ordination. Support the liaison and enhancing the work of the voluntary sector and local welfare support landscape in line with the principles of the crisis and resilience fund	Salary: £39. 053	Salary: £42, 139	Salary: £45, 225
					In addition to level 5A	In addition to levels 5A and 5B
				Qualifications • 5 GCSEs (including pass at English & Maths grade 4/C and above) or equivalent qualification • Completed Money Guiders Foundation and Tier 1,2, and 3. *External applicants to complete as part of induction/probation	**Qualifications**	**Qualifications**

				Knowledge • Good knowledge of Welfare Benefits legislation and administration processes. **Experience** • 5 Years Experience of working in a Welfare Benefits Team • Experience of dealing with complex claim assessments **Skills** • Proficient in the use of Microsoft Word, Excel Teams and Outlook • Full driving valid for use in the UK and access to own transport for work purposes • Demonstrable ability to use analytical skills and to work independently to solve problems. • Ability to undertake complex case assessments which may involve difficult calculations and to be able to present these to residents and customers.	**Knowledge** • Comprehensive knowledge of the reconsideration and appeals legislation and procedures and the ability to create comprehensive submissions to be heard at tribunal. • Legislative and procedural knowledge to confidently represent clients at tribunal hearings without supervision. **Experience** • The experience of creating comprehensive submissions to be heard at tribunal. • Experience of applying welfare benefit legislation to claim decisions • Starting to understand the role of the WBCS Operations Manager, occasionally deputising on certain tasks inc. representing WBCS at presentations or events, checking case work of other team members • At least 2 years' satisfactory performance in the role **Skills** • Ability to interpret complex information and recommend solutions. • Can undertake a wide range of activities within the technical or specialist welfare benefits area without support. • Ability to deal with high levels of work-related pressure, deadlines, interruptions, or conflicting demands	**Knowledge** • Ability to demonstrate complex knowledge across all areas which can be used when reconsidering claims, preparing submissions and representing the clients at tribunals. **Experience** • Demonstrative experience of compiling and presenting a range of cases at appeal showing positive feedback. • Experience of managing cases to a high standard. • Experience of Deputising for the WBCS Operations Manager in their absence, inc. representing WBCS at presentations or events, checking case work of other team members • At least 4 years' satisfactory performance in the role. **Skills** • Demonstrable ability to work within recognised procedures and respond independently to problems where there are no recognised procedures and decisions are made without access to a manager. • Undertakes work outside of casework to support wider awareness of Benefits and Financial Welfare, requiring a range of imaginative solutions and responses and involves application of fresh and innovative thinking. • Demonstrating the ability to use complaints and claim decisions to enhance and improve the work of the Benefits and Financial Welfare Service
WBCS Operations Manager	Range 6	At least 6 years of experience working	This job will manage a comprehensive welfare benefits and advocacy service dealing with complex claims and benefit take up	Salary: £45, 795	Salary: £48, 812	Salary: £51, 829
					In addition to level 6A	In addition to levels 6A and 6B

		within a welfare benefits environment	within the Benefits and Financial Welfare Team. Responsible for the liaison with and enhancing the work of the voluntary sector and local welfare support landscape in line with the principles of the crisis and resilience fund			
				Qualifications • 5 GCSEs (including pass at English & Maths grade 4/C and above) or equivalent qualification • Completed Money Guiders Foundation and Tier 1,2, and 3. *External applicants to complete as part of induction/probation **Knowledge** • A good understanding of the legislation and administration of Welfare Benefits and Financial Welfare issues • Good Knowledge of Local Government Finance • Good Knowledge of procurement rules **Experience** • Experience of managing a team • 6 Years' experience of working in a senior officer role (R4 and above) within a Welfare Benefits team. • Developing experience in dealing with scheme and policy formulation **Skills** • The ability to manage and prioritise a varied and complex individual and team caseload	**Qualifications** **Knowledge** • Developed knowledge of the legislation which places the statutory duty on the Council in respect of administering welfare benefits • Developed Knowledge of Local Government Finance • Developed Knowledge of procurement rules **Experience** • Experience of implementing advanced theoretical, practical and procedural knowledge across benefits and financial welfare • Experience in assisting with formulating new schemes and policies relevant to benefits and financial welfare. • Taking a significant role in a special project which brings about organisational change or transformation. • Leading a team which consistently meets the targets set by within the FIT Plan and the CRF management information. • At least 2 years satisfactory performance in the role **Skills** • The ability to deal with complex cases including complaints including ones where external appeals are made.	**Qualifications** **Knowledge** • Comprehensive knowledge of all areas of administering and assessing welfare benefits and their eligibility. • Comprehensive Knowledge of Local Government Finance • Comprehensive Knowledge of procurement rules **Experience** • Leading on a special project which brings about organisational/service transformation. • Leading a team which consistently exceeds the targets set within the FIT plans and the CRF Management Information. • At least 4 years satisfactory performance in the role **Skills** • Demonstrable ability to take on considerable direct responsibility for the financial resources within Benefits and Financial Welfare,

				• Ability to manage a team and competencies of each role while ensuring HR policies and procedures are embedded in team culture. • The ability to disburse and sign off items of expenditure less than £3,000 accurately and in line with guidance and regulations. • Attending meetings with internal departments to provide advice on benefits and financial welfare. • Ability to start the development of community co-ordination across Medway Council setting clear objectives, directing and co-ordinating, any training or career development. Demonstration of positive outcomes from joined up working.	• Ability to independently manage teams in a structured way, monitor progress and report on actions and outcomes. • Experience in providing detailed information, advice and guidance on internal procedures related to benefits and financial welfare to stakeholders. • Starting to handle member queries and knowing when to hand over to a senior manager • Ability to use the council's financial management system to monitor team spend and sign off expenditure up to £10,000 • Ability to support the established community co-ordination welfare strand across Medway Council setting clear objectives, directing and co-ordinating, any training or career development. Demonstration of positive outcomes from joined up working.	monitoring budgets, bids, ensuring effective spend within budget. • Experience in dealing with member questions and responding in an apolitical manner • Experience in preparing and presenting written reports to Corporate Management Team, and responses to formal questions from other council meetings and/or elected members • Ability to support the enhanced development of community co-ordination across Medway Council setting clear objectives, directing and co-ordinating, any training or career development. Demonstration of positive outcomes from joined up working.