

## Person Specification: Norwood and Brixton Foodbank Signposting Support Officer

	Essential	Desirable
Job Knowledge	Up-to-date knowledge about benefits and how to complete benefit applications. Up-to-date Knowledge about PIP and how to complete applications forms. Know where and how to access new information.	Digital communications Understanding of issues facing residents in Lambeth and Southwark. Experience of working within a Foodbank or similar project. Proven knowledge of welfare benefits policy
Experience	Experience of data management and keeping case records.	Proven experience of working or volunteering within a not-for-profit organisation. Experience of providing support to those needing help. Working with people who have multiple and complex needs. Experience of providing support and help via phone/ IT links.
Skills	Excellent organisational skills. Excellent interpersonal skills. Able to use initiative. Excellent verbal and written communication skills. Good level of written and verbal English. High level of computer literacy.	
Other Attributes	Fully committed to the ethos and values of Norwood and Brixton Foodbank. Team player. Flexible and self-motivated. Committed to partnership.	Able to speak and write in another language helpful.

### Impact of your role

- Ensuring those in need of further support and guidance are given relevant and up-to-date information.
- Developing the reach of our foodbank.
- Going forward, help develop signposting support as we return to foodbank venues.

### Support

- You will be given any necessary training before starting your role.