



# North Northamptonshire Council

## Job Description

Job Title: Senior Client Funds Officer

Post code: NN15 6EY

Pay Band: NNCBAND05

### Overall Purpose of the Job

The purpose of the role is to provide a financial and safeguarding service to vulnerable adult service users that are subject to an appointeeship or deputyship to ensure financial affairs are managed appropriately and to offer protection from financial abuse. Ensuring duties are carried out in line with the requirements of the Mental Capacity Act 2005, Financial Regulations, Taxation, DWP legislation, The Office of the Public Guardian Standards and Court of Protection guidelines.

Resolve legal, financial, family and emotional matters that can often be challenging and complex in order to effectively manage client's personal financial affairs who have been assessed as having no capacity themselves to do so.

To ensure an integrated approach to Finance Operations through assisting with the implementation of new technologies, methodologies and processes that meet the needs of clients, customers and client organisations.

### Main Accountabilities

	<b>Main Accountabilities</b>
1	Responsible for day-to-day management of service users' affairs and in line with current legislation and the stated policies of the organisations involved, making sound judgements / decisions. Work closely with the Team Leader and Corporate Deputy, keeping them informed of service user, process, system or performance issues and take responsibility for resolving issues or recommending options for resolving them as appropriate.
2	Manage and prioritise own case load which includes dealing with correspondence, making payments, providing emergency funds, claiming benefits to maximise a service user's income, negotiating agreements, debt settlements, reporting information to the OPG / COP / DWP / Tax Office, representing and supporting service users at Tribunals and other legal / benefit related / tenancy related issues in order to meet the service user's and organisation's needs. Assisting with the administration of Estates and funeral arrangements.
3	Ensure operational service priorities are met and customer and audit requirements are adhered to through effective workflow management.

	<b>Main Accountabilities</b>
4	Respond to and resolve complex and sensitive service requests and queries within the agreed service standard and according to operational procedures
5	Provide advice to the Team Leader on areas of the service where improvements could be made and make recommendations to improve processes and efficiency.
6	Provide training, advice and support to other staff, departments and external bodies when dealing with service users affairs and operational procedures.
7	Support system implementations including conducting system testing, developing system documentation / process notes and delivering training to staff on new system processes. Provide advice and guidance to other departments and external bodies when dealing with service users affairs.
8	Work collaboratively on projects that support both system and operational developments. Test systems, review work practises and support training. Provide improvements for the Finance Operations Service in a professional and positive way, improving performance on ongoing basis.
9	Ensure that reasonable care is always taken for the health, safety and welfare of yourself and other persons and to comply with the policies and procedures relating to health and safety within the business including Lone working policy.

*Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.*

### **Safeguarding commitment**

We are committed to safeguarding and promoting the welfare of children and young people/vulnerable adults. We require you to understand and demonstrate this commitment.

## Person Specification

### Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job;

Qualification Required	Subject	Essential/Desirable
GCSE, NVQ Level 3 or similar/ experience gained	Business & Administration or Finance related	Essential

Minimum levels of knowledge, skills and experience required for this job

Knowledge Required	Essential/Desirable
Knowledge of Welfare Benefits processes and entitlements / Mental Capacity Act 2005 / the MCA code of practice / Court of Protection and Office of the Public Guardian procedures and regulations, financial regulations and personal taxation.	Essential
Knowledge of Oracle and / or Agresso ERP Systems	Desirable
Knowledge of legal issues in handling complaints and queries	Desirable
Knowledge of systems used to manage service user casework in a social care environment, e.g. CASPAR, Eclipse, Sharepoint, Abacus, etc	Desirable

Skills Required	Essential/Desirable
Ability to collate, check, complete, produce, and present information relating to a service users' activities, finances and capabilities using statistical data to enhance understanding and decision making Plus key terms/terminology/requirements for benefit entitlements, claims and returns	Essential
Ability to manage and prioritise your own workload. Maximising Income for the service user and minimising loss / debts. Dealing with issues, disputes and emergencies; making sound decisions as and when required. Planning the monitoring of service user budgets and future events.	Essential
Ability to understand and interpret national legislation, policies and guidance to ensure processes are compliant with national requirements, Working in the best interest of service users	Essential
Ability to gather financial and non-financial information related to Appointeeship and deputyship service to support applications for benefit, Tribunals, debt negotiations and the production of management information reports	Essential
Ability to travel to visit service users where appropriate (driver's license)	Essential

<b>Skills Required</b>	<b>Essential/Desirable</b>
Excellent IT skills with good knowledge of Microsoft office applications	Essential
Ability to work with internal and external stakeholders, make joint decisions to support the delivery of the Client Funds service in line with the annual service plan	Essential
Ability to communicate with and influence people whilst demonstrating empathy, diplomacy and understanding of their care and disability needs and / or mental health needs	Essential
Ability to build and maintain good working relationships with a wider range of colleagues, internal and external service users and stakeholders to deliver the service	Essential

<b>Experience Required</b>	<b>Essential/Desirable</b>
Experience of developing user guides and training documentation for Appointeeship and deputyship processes	Desirable
Experience of working independently scheduling and prioritising own work to meet service requirements and service user requirements	Essential
Experience of visiting service users and representatives off site to support them with managing their financial affairs and ensuring that their property and assets are maintained.	Essential
Proven customer service background with experience of conflict resolution, negotiation and diplomacy skills	Essential
Experience and proven ability to identify service improvements to current processes and manage change in a controlled way	Essential
Supervisory experience	Desirable
Experience of working with vulnerable service users, their carers and / or advocates	Desirable

<b>Safeguarding</b>	<b>Essential/Desirable</b>
Demonstrate an understanding of the safe working practices that apply to this role.	Essential
Ability to work in a way that promotes the safety and well-being of children and young people/vulnerable adults.	Essential

### Disclosure Level

What disclosure level is required for this post?	None	Standard	<b>Enhanced</b>	Enhanced with barred list checks
--	------	----------	-----------------	----------------------------------

### Work Type

What work type does this role fit into?	Fixed	<b>Flexible</b>	Field	Home
---	-------	-----------------	-------	------