

## Job Description

Job Title: Brokerage and Payments Manager

POSCODE:

Grade: L

### Overall purpose of the job

Please write one or two sentences about why the job exists. Focus on the achievement of the key end results of the job.

To provide an excellent Brokerage and Payments service for NASS, providing direction and leadership to the Brokerage and Payments Teams in order to maximise outcomes for people, while remaining cost effective.

To lead by example in setting the highest standards in service quality and organisation of service provision ensuring agreed service standards are designed, reported and met and that the strategic objectives of the organisation are delivered.

To ensure an integrated approach for the Brokerage and Payments Team across systems, organisations and service areas that meet client needs and deliver to set budgets.

### Main accountabilities

Please list the accountabilities in descending order of priority. Please include 6-9 accountabilities.

	Main accountabilities
1.	Lead, manage and direct the Brokerage and Payments Teams for NASS. Work closely with strategic partners across Health and Social Care, keeping them informed of the direction of travel for services.
2.	Responsible for ensuring that efficient, accurate and timely end to end processes are in place, including the use of appropriate technologies to streamline and automate the process for both service users and colleagues.
3.	Provide effective management and leadership, taking responsibility for ensuring appropriate processes are in place for recruiting, developing, appraising and rewarding team members.
4.	Lead on and develop service plans, ensuring that deliverables are clear and concise and meet strategic objectives. Report on agreed performance measures to ensure oversight is kept of service delivery standards and provide high quality management information to support the operational development of the Brokerage and Payments Team.
5.	Respond to and resolve complex service requests, complaints and queries within the agreed service standard and according to operational procedures.
6.	Manage the budget for the Brokerage and Payments Team, taking responsibility for delivery of budgetary savings. Ensure regular monitoring and reporting of the budgetary position, being flexible and responsive to revised targets and savings.
7.	Lead and work collaboratively with other service areas on projects and programmes that support developments / improvements for the Brokerage and Payments Team in a professional and positive way. To liaise with appropriate service managers to secure the necessary support to implement said projects and programmes.
8.	Carry out any other duties in the broad spirit of the role.
9.	To demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.

**Safeguarding commitment** *(Include for roles involving work with children/vulnerable adults)*

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

Qualifications Required	Subject	Essential/ Desirable
Educated to degree level or equivalent by experience	<b>Social Care / Finance / Business Management</b>	<b>Essential</b>
Post graduate qualification e.g. Diploma in Management		<b>Desirable</b>

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

Identify	Describe	Essential/ Desirable
<b>Knowledge</b>		
Knowledge of social care policy and legislation relating to service provision		Essential
Knowledge of social care case management and finance systems, including ERP systems		Essential
Knowledge of payments processing and transactional services, specifically around the complexity of social care provision		Essential
ERP systems (Oracle/Agresso preferred)		Essential
<b>Skills</b>		
Stakeholder Management	Ability to work with internal and external stakeholders to support the delivery of the Brokerage and Payments service, in line with the annual service plan	Essential
Creative thinking	Ability to combine a mix of innovative thinking and operational knowledge and experience, and advice from other professionals to develop new processes	Essential
Communication skills	Excellent written and verbal communication skills. Able to influence and communicate at all levels to ensure that changes and service improvements are understood and delivered	Essential
IT	Strong IT user skills on all Microsoft Office applications and financial systems	Essential
Planning & Prioritising	Ability to manage their own workloads and those of the direct team and for the prioritisation of that workload. This will range from immediate tasks to involvement in projects over a longer period.	Essential
<b>Experience</b>	Give an idea of the type and level of experience required <b>do not</b> specify	

	years of experience.	
Performance management	Experience of developing and monitoring performance management standards in an operational role.	Essential
Operational Management	Experience of managing operational teams in a finance or customer service environment	Essential
Change Management	Experience and proven ability to identify service improvements and managing staff through periods of change	Essential
Stakeholder Management	Experience of managing conflict through diplomacy and negotiation	Essential
Workload Management	Experience of planning and prioritising workloads within changing environments and dealing with conflicting priorities and pressures	Essential
Budget Management	Experience of managing budgets	Essential
<b>Equal opportunities</b>	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	
<b>Safeguarding</b> <i>(include for roles working with children/vulnerable adults)</i>	Demonstrate an understanding of the safe working practices that apply to this role.	
	Ability to work in a way that promotes the safety and well-being of children and young people/vulnerable adults.	

#### Disclosure level

What disclosure level is required for this post?	None	Standard
	Enhanced	Enhanced with barred list checks

#### Work type

What work type does this role fit into? (tick one box that reflects the main work type, the default workers type is flexible)	Fixed	Flexible	Field	Home
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