

Job Description

Job Title: Adults Finance Assistant

Job number

Grade: Scale 4

To provide effective and accurate loading of £200million of adult social care transactions per year, ensuring that Service Users and Providers are accurately paid and invoiced.

To support customers to understand and resolve queries regarding invoices for care.

To ensure that all paperwork relating to the setup of Direct Payments is processed, sent and received in a timely manner.

To contribute to effective debt management processes and provide financial support to budget holders where required.

Main accountabilities

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

Main accountabilities	
1.	<p>System & invoicing Process:</p> <ul style="list-style-type: none">• Accurate loading of all Adult Social Care packages of care to ensure that accurate billing and payments are made• To ensure that client contributions are recorded correctly and invoices generated, either electronically or manually in a timely way.• Ensure that all financial data is recorded in a consistent and accurate way across all systems• Provide financial statistics to relevant managers as requested in order to comply with CCC regulations.• Ensure duties are undertaken with due regard to the Council's financial regulations, national charging guidance, and departmental policies and procedures.• Ensure all invoices, bills and other charging correspondence sent to service users (and/or their representatives) are accurate, meet quality standards and adhere to agreed processes• To ensure all suppliers/creditors are set up correctly so that payments are generated correctly.• Loading block contract payments to the system in a timely manner• Loading of manual payments to the system in a timely manner• Sending and monitoring the return of purchase orders
2.	<p>Customer Relations:</p> <ul style="list-style-type: none">• Dealing with and resolving customer queries including the cancellations of care• To be proactive in dealing with provider/client queries either around payments made or charges applied.• Record, investigate and sensitively resolve customer enquiries, referring complex matters to line manager for advice or re-allocation as appropriate.

3.	<p>Direct Payments:</p> <ul style="list-style-type: none"> • Managing the process for all services including carers • Ensuring that accurate Direct Payment paperwork is sent and received back signed • Working with the Direct Payment Monitoring Officers regarding the recouping of unspent funds • Assisting with the implementation of new DP processes and ways of working
4.	<p>Debt Management Processes:</p> <ul style="list-style-type: none"> • Highlight and investigate issues in relation to Debt providing a resolution where possible • Support the collection of all charging income owed to the Council, having due regard to the Council's Debt Recovery Policy and internal debt recovery processes.
5.	<p>Financial Support</p> <ul style="list-style-type: none"> • Assist with monitoring and/or management of budgets in accordance with County council financial processes, systems and instructions as necessary • Ensure that County Council financial processes and systems are complied with. • Undertake financial support duties as required to support the efficient delivery of services

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

Qualifications Required	Subject	Essential/ Desirable
GCSE/NVQ	Literacy and numeracy sufficient to undertake the tasks and duties contained in the Job Description.	E

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

Identify	Describe	Essential/ Desirable
Knowledge		
Understanding of national social care charging guidance and local charging policies and the range of social care provision available for vulnerable people	Has some knowledge regarding social care available across client groups and the various charging guidance for each. CCC policy knowledge to advise/guide others.	E
Understanding of customer care principles	Demonstrable track record of dealing with public in a positive and sensitive way	E
Knowledge of Cambridgeshire County Council policies and procedures		D
Skills		
Good at using IT systems, with a good working knowledge of Microsoft Windows and Office packages	Good IT skills, sufficient for accurate data inputting, effective record management, producing letters and other documents, and providing statistical information	E
Good interpersonal, listening and communication skills, including negotiating, influencing and challenging.	Proven skill in providing a sensitive and personalised service to clients and to maintain good working relationships with others teams and partners	E
Good organisational and administrative skills	Able to plan and organise in the most effective way	E
Ability to meet targets and deadlines, whilst maintaining quality and performance standards		E
Proactive approach to change management		D
Experience		
Experience of working with financial systems and records	Give an idea of the type and level of experience required do not specify years of experience. Experience of working with finance systems and keeping accurate financial records	E

Experience of using spreadsheets, databases, word processors, and a range of computer applications		E
Record keeping	Ability to maintain clear and accurate financial and other relevant records (electronic and manual)	E
Experience of stakeholder working	Experience in working across services and/or with external providers	D
Experience of monitoring, administering and regulating budgets		D
Experience of working in the local authority sector		D
Ability to act independently, but also to recognise when to escalate to managers for advice or support		
Experience of providing services to vulnerable people	Liaising with Service Users and their families	D
Safeguarding (include for roles working with children/vulnerable adults)	Demonstrate an understanding of the safe working practices that apply to this role.	E

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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