Job Description

Job number

Grade: Scale 4

Overall purpose of the job

To accurately process Corporate Parenting transactions, ensuring that Providers and Carers are paid in a timely manner.

To ensure that all details relating to the setup of Provider's and Carer's bank and payment details are processed and implemented on ERP and ContrOCC in a timely manner.

To support Providers, Carers and Corporate Parenting Managers to understand and resolve queries regarding invoices and other non-invoice payments.

To assist with the monitoring of budgets in accordance with County Council financial processes, systems and instructions and complete regular integrity checks to ensure that all payments made are correct and the Commitment Record accurately reflects full year costs.

To ensure that all paperwork relating to the setup of Direct Payments is received and saved, in order to provide appropriate audit trail.

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

Main accountabilities

	Main accountabilities
1.	System & invoicing Process: • Accurate loading of all Corporate Parenting payments onto the Commitments Records and associated systems to ensure that accurate payments are made. • To ensure that Other Local Authority's contributions are recorded correctly, and invoices generated in a timely manner. • 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 other Authorities (and/or their representatives) are accurate, meet quality standards and adhere to agreed processes.

	- To ensure all Suppliers/Carers are set up accurately so that payments are generated and made correctly. - Can do attitude, when it comes to change and implementation of new systems.
2.	Customer Relations: - Dealing with and resolving Provider/Carer queries including the ceasing of provision. - To be proactive in dealing with Provider/Carer queries either around payments made or charges applied. - Record, investigate and sensitively resolve Provider/Carer enquiries, referring complex matters to line manager for advice or re-allocation as appropriate.
3.	Debt Management Processes: - Highlight and investigate issues in relation to Debt, providing a resolution where possible.
4.	Financial Support: - 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.
5.	GDPR: - Complying with GDPR rules and policies. - Sensitive dealing with data, especially when it comes to service users (Children and Carers).
6.	**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

<table>
<tr><td colspan="3">**Qualifications, knowledge, skills and experience**</td></tr>
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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
AAT Level 2	Or equivalent financial qualification	D

Knowledge	Description	Essential/ Desirable
Understanding of Corporate Parenting Processes and the range of social care provision available for young people	Has some knowledge of Corporate Parenting Processes regarding social care provision available across client groups. CCC policy knowledge to advise/guide others.	D
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 other 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		E
Experience		
Experience of working with financial systems and records	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.	E
Experience of stakeholder working	Experience in working across services and/or with external providers	E
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		E
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