

Job Description

Job Title: Corporate Parenting/Fostering Finance Assistant

Job number

Grade: Scale 4

Overall purpose of the job

To accurately process financial transactions, ensuring that Carers, Providers and Young People are paid in a timely manner.

To ensure that all details relating to the setup of bank and payment details are processed and implemented on ERP, ContrOCC and relevant interfaces, in a timely manner.

To support all customers and stakeholders to understand and resolve queries regarding invoices and other non-invoice payments.

To complete financial assessments, including means testing calculations and dealing with assessment queries.

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

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

Ongoing duties include, regular payments runs, monitoring mailboxes and dealing with supplier queries.

Working in a collaborative way to support both finance functions for corporate parenting and fostering. This will include working weekly within the office on required days, to promote teamwork and service development.

Main accountabilities

	Main accountabilities
1.	System & invoicing Process: • Accurate loading of all relevant 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 and saved in the appropriate Sharepoint directories. • 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/Young People are set up accurately so that payments are generated and made correctly. • Ability and willingness to adapt in the way that we work, when it comes to change and implementation of new systems, processes and service demands.
2.	Customer Relations: • Dealing with and resolving all customer queries including the ceasing of provision. • To be proactive in dealing with customer queries either around payments made or charges applied. • Record, investigate and sensitively resolve customer enquiries, referring complex matters to line management for advice or re-allocation as appropriate. • Ensuring that matters are dealt with in a customer focussed way
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. • Support workforce agility within the finance team and maintain financial operations. Work collaboratively with colleagues and contribute to the sharing of knowledge within the team in order to enhance learning and build / maintain team resilience.

5.	GDPR: • Comply with GDPR rules and policies. • Handle data sensitively, especially when it comes to service users (Children and Carers). • Ensure sensitive material/data is stored securely on relevant SharePoint directories, in line with Council policy and is accessible to other team members as appropriate.
6.	Financial Assessments: • To collate, analyse and interpret financial information, in forms of means testing, to share with the Head of Service to aid decision making. In relation to SGO, RO/AA and in accordance with policy. • Ensure timely and consistent completion of financial assessments and annual re-assessments, with quality assurance of policy and process compliance, including contacting carers to ensure their assessment is carried out no later than their annual review date. • Work collaboratively with Finance Assistants to review upcoming financial assessments for foster carers transitioning to SGO, RO/AA • Ensure carers who wish to appeal against a financial assessment decision are provided with the relevant email address and contacts within 24 hours of receipt of request. • Maintain and monitor trackers to ensure information is accurate, current, and aligned with agreements and payments, with a clear responsibility to prevent overpayments • Maintain and monitor shared mailboxes to ensure resolution of all customer queries, escalating issues to management where appropriate. • Complete financial assessments for prospective carers, including means testing calculations. Additionally, where appropriate, identifying and clarifying prospective carers' income sources". • Anticipate the need to prompt customers when their payments need renewal. • Deal and respond to customer queries regarding financial assessments. • Maintain Collate relevant information in appropriate trackers and ensure information is available for manager oversight.
7.	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
8.	Collaboration • Support fellow Finance Assistants within the Corporate Parenting and Fostering Finance teams in response to service demands and priorities

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
AAT Level 2	Or equivalent financial qualification	D

Knowledge	Description	Essential/ Desirable
Understanding of Corporate Parenting & Fostering processes and the range of social care provision available for young people.	Has some knowledge of Corporate Parenting & Fostering 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 the public in a positive, proactive 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 customers and to maintain good working relationships with all stakeholders.	E
--	---	---

Good organisational and administrative skills.	Able to plan and organise in the most efficient way. Able to both work independently, and as an effective member of the team.	E
Ability to meet targets and deadlines, whilst maintaining quality and performance standards.	Proven record of producing work in a timely manner. Ability to work in a transparent way, informing line managers of challenges in work, and where deadlines will not be met. Being accountable for all work completed, including understanding the role of auditing within financial services.	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 Microsoft Office applications, i.e., Word, Excel, Outlook etc. as well as a range of other computer applications		E
Record keeping	Experience of maintaining clear and accurate financial information and other relevant records. Proven record of working within GDPR and other data protection systems.	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 Local Authorities.		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 hybrid)	Fixed	Hybrid ✓	Field	Remote	Mobile
---	-------	-------------	-------	--------	--------