

**WHERE
CAREERS
THRIVE**

**When potential
is unlocked,
talent *thrives***



**West
Northamptonshire
Council**

Direct Payment Officer

Direct Payments Team, Financial Operations

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.

Purpose and impact:



**West
Northamptonshire
Council**

To provide an effective, customer focused support service to direct payment service users and Adult Social Care colleagues through effective use of systems and processes to deliver an efficient service.

Be a key contact for Colleagues and service users for queries and manages more complex issues when required.

To ensure an integrated approach to Direct Payments for Financial Operations through assisting with the implementation of new technologies, methodologies and processes that meet the needs of service users, customers and client organisation.

To identify and investigate potential situations where service users may not be managing their direct payments in an appropriate way and to recommend actions to address any issues.

Accountable to:

This role is accountable to the Direct Payment Team Leader and Senior Direct Payments Officer. The role is positioned in Financial Operations, part of Integrated Commissioning Team, People Directorate in West Northamptonshire Council.

Responsibilities:

1. Assist in the development and maintenance of business processes to support Senior Officers and Team Leaders.
2. Assist, coach, and mentor less experience colleagues in the performance of routine tasks to support the achievement of individual colleagues and team performance and development objectives.
3. Arrange all aspects of internal, inter-agency and inter-departmental meetings as requested and minute meetings as required whilst maintaining a high degree of confidentiality for all information handled.
4. Maintain information technology and office systems to ensure effective services including Microsoft Office, SharePoint, Teams etc.
5. Provide an efficient and confidential support service to Senior Managers.
6. Handle a wide range of more detailed queries including correspondence referred by colleagues and partners and provide a point of contact for staff within the division.
7. Plan, co-ordinate and implement personal diary and meeting schedules to ensure that business is completed within service standards and meets business requirements.
8. Initiate and build good working relationships with colleagues and other professionals
9. Gather data and financial information relating to the work area to support in the production of management reports and information on service performance to meet service area requirements.
10. Demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.

11. 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.
12. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications.
13. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
14. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

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

Skills and abilities:	Essential / Desirable	Measured by
Good organisational and administration skills	Essential	A/I
Ability to manage and prioritise own workload.	Essential	A/I
High level of literacy and numeracy	Essential	A/I
Excellent communication skills, both written and verbal	Essential	A/I
Ability to demonstrate a flexible and creative approach to problem solving.	Essential	A/I
Good negotiation and mediation skills	Essential	A/I
Ability to work as an effective team member.	Essential	A/I
	Essential	A/I

Capacity to maintain confidentiality.		
Accuracy and attention to detail	Essential	A/I
Ability to receive and pass on information effectively and accurately.	Essential	A/I
Interpersonal and communication skills sufficient to be able to liaise effectively with external agencies, care providers, service users and carers.	Essential	A/I
The ability to travel effectively to different locations throughout the county	Essential	A/I
This is applicable to all roles in WNC that are required to use IT equipment: Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.	Essential	A/I

Knowledge and Experience:	Essential / Desirable	Measured by
A proven track record of delivering financial processing or similar work to deadlines.	Essential	A/I
Understanding of the implications of Data Protection legislation	Essential	A/I
Experience of operating computerised financial and information systems	Essential	A/I
Experience of liaising directly with customers	Essential	A/I
Experience of word processing; maintaining and recording on spreadsheets; using outlook and other automated systems to communicate/plan with colleagues	Essential	A/I
Experience of working in a busy office environment and using office equipment	Essential	A/I
Experience of working in the Public Sector	Desirable	A/I
Previous experience of financial reconciliation	Desirable	A/I
Some knowledge of Social Care Case Management Systems: Eclipse & CareFirst	Desirable	A/I
Knowledge of Care Act 2014	Desirable	A/I

Education, training and work qualifications:	Essential / Desirable	Measured by
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Good all-round education to GCSE, Grade C or above in English and Maths	Essential	A/I
NVQ Level II/III in Business, Finance or similar	Desirable	A/I

Equal Opportunities	Essential / Desirable	Measured by
Ability to demonstrate awareness and understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	Essential	A/I

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance, and verification of certificates.

Day-to-day in the role:

Hours:	37	Primary work base:	One Angel Square
Job family band:	4	Worker type:	Part Flexible
Salary range:	£28,716.00	Budget responsibility:	no
People management responsibility:	no		

Working conditions & how we work:

This role has been identified as a part-flexible worker type, this means that you will be able to work from other work locations and when not working from an office you will be working remotely for up to 3 days a week (including from home).

Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

T Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
H High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
R Respect	we respect each other and our customers in a diverse, professional and supportive environment.

I Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
V Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
E Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture.”

Should you require this document in another format or language, please contact: Careers@westnorthants.gov.uk

When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

