

Job Description

Job Title: Operations Manager - Financial Assessments

Job number

Grade: P3 £46,285- £49,620

Overall purpose of the job

- To provide operational management, leadership and supervision of the Council's Adult Social Care financial assessment, and lead by example in setting high standards in the quality and delivery of service provision - ensuring that agreed customer and service standards are met.
- Responsibility for interpretation and implementation of care charging statute, guidance, policy and good practice in care charging matters - ensuring that financial assessments properly incorporate these requirements and are conducted in a timely manner and to a high standard of accuracy and probity while ensuring that revenue is maximised.
- Play a key role in local care charging policy direction and development, including relevant consultation, analysis, research, and benchmarking comparison.
- To ensure effective and productive liaison with internal and external partners including the Council's Adult Finance Team, Debt Recovery and Client Funds Teams, DWP and other services/organisations as required

Main accountabilities

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

	Main accountabilities
1.	Effective operational management, leadership and supervision of the financial assessment and welfare benefits service, ensuring that financial assessments are completed in a timely, efficient and accurate manner - complying fully and appropriately with national care charging statute and guidance and the Council's charging policy.
2.	Oversee, plan, organise and co-ordinate activity ensuring that all service areas within the financial assessment and welfare benefits service are adequately resourced and that activity is processed, prioritised and performance managed to the required standard - responding promptly and effectively to conflicting priorities and shifting workloads, and ensuring that regular and effective team meetings, staff supervisions and appraisals are held.
3.	Prepare and provide advice, guidance, information and expert opinion about care charges and financial assessment - and contribute from a technical and operational perspective to the development and review of policy relating to these areas through attendance at various working groups.
4.	Examination, analysis, assessment and interpretation of a range of financial information, including property ownership matters, and apply financial assessment and care charging rules, practice and procedure in complex and occasionally contentious matters including complaints deploying high levels of subject matter expertise and sound judgement.

5.	Develop and maintain effective and productive relationships with key internal partners in connection with the financial assessment and welfare benefits service including the Adults Finance team, Social Work teams, Client Funds, Debt recovery, and ICT Applications Support, and external partners such as the Department for Work & Pensions.
6.	Ensure that high quality operational procedure and process documentation is in place, and that effective and high quality training is arranged and delivered to team members.
7.	Assume overarching management responsibility for the recruitment, staff development, personal performance, sickness absence and first stage disciplinary matters for the service.
8.	Financial management of the staffing and equipment budget for the financial assessment and welfare benefits service including monitoring, monthly reporting and forecasting – aiming at all times to deliver the service within the available budget in a financially efficient and effective way.

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 experience	Finance or related	E
NVQ3 level Management qualification or equivalent experience	Management	E

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

Identify	Describe	Essential/ Desirable
Knowledge		
Professional knowledge, awareness, understanding and best practice	<ul style="list-style-type: none"> In depth understanding of national social care charging guidance & local policy and financial assessment practice Extensive knowledge and understanding of welfare benefits Comprehensive general understanding of adult social care practice, provision and systems 	E
Partnership Working	<ul style="list-style-type: none"> Knowledge and understanding of the benefits of partnership working and its impacts on successful service provision 	E
Organisation knowledge	<ul style="list-style-type: none"> Understanding of the workings of large, complex organisations and the challenges they raise in respect of the financial, legal and political arenas. Broad knowledge of CCC and/or relevant partners with an understanding of the political and managerial sensitivities and cultures operating within them. 	D
Health & Safety	<ul style="list-style-type: none"> Knowledge and appreciation of H & S legislation and how it relates to the work of the Service 	E

Change management	<ul style="list-style-type: none"> • Knowledge and experience of organisational change and development • Knowledge of how to effect cultural and behavioural change • Excellent influencing skills that promote open and constructive working relationships with colleagues, subordinates and managers 	E
Risk	<ul style="list-style-type: none"> • Risk aware; able to collate information, analyse the options and take appropriate decisions 	E
Equality & Diversity	<ul style="list-style-type: none"> • Demonstrable commitment to equality and diversity issues in both service provision and employment practices 	E
Problem Solving	<ul style="list-style-type: none"> • Knowledge and experience of using innovation to solve organisational issues 	E
Systems	<ul style="list-style-type: none"> • Knowledge and understanding of ASC case management database systems (Mosaic) 	D
Political	<ul style="list-style-type: none"> • Experience of advising elected members 	D
Skills		
Influencing	The ability to work with and influence stakeholders to deliver results with a proven record of effective stakeholder engagement	E
Analytical	The ability to analyse business requirements and translate them into solutions / recommendations and to collate, produce and present information using statistical data analysis to inform evidence based decisions	E
Communication	Excellent written and verbal communication skills	E
IT	Strong IT user skills on all Microsoft Office applications and financial systems	E
Organised	The ability to plan and prioritise to meet many and varied deadlines, including statutory deadlines	E
Initiative	The ability to apply creativity and initiative in problem solving	E

Experience	Give an idea of the type and level of experience required do not specify years of experience.	
Experience of working with financial systems and records	Significant demonstrable experience of working with financial / social care systems	E
Leadership and management	Proven experience of leading and managing a team and a positive, competent management style – capable of building and sustaining a productive and cohesive team	E
Experience of customer contact, and providing services to vulnerable people	Liaising with Service Users and their families and resolving complaints	D
Experience of working in a political Environment	Experience of having worked at a management level in a political or similarly challenging environment (e.g. multinational), skills in understanding	D
Safeguarding <i>(include for roles working with children/vulnerable adults)</i>	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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