

Job Description

Job Title:	Brokerage Team Leader
Grade:	J
Service Area:	Adult Social Care

Overall Purpose of the Job

To ensure the effective and efficient workload management of the Brokerage Team. Ensure that service referrals and queries are carried out in a timely manner. Ensure that the management of brokerage referrals are conducted accurately and effectively.

To manage the flow of work for the service in a professional, customer focused and efficient manner utilising a combination of people, process and technology

Improve service performance and financial efficiencies in line with overall directorate and corporate objectives through allocation of work and effective staff management.

Main Accountabilities

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1.	Provide operational services within the Brokerage Team for NNC. Work closely with the Brokerage and Payments Team Manager, keeping them informed of staff, process, system or performance issues and take responsibility for resolving issues or recommending options for resolving them as appropriate.
2.	Take responsibility for ensuring that efficient, accurate and timely end-to-end processes are in place and are being utilised effectively.
3.	Ensure operational service priorities are met, resources are used efficiently and customer and audit requirements are adhered to through effective workflow management.
4.	Provide day to day line management for staff, taking responsibility for developing, appraising and rewarding team members and tackling performance / absence issues in line with the Council's performance management policy.
5.	Provide advice to the Brokerage and Payments Team Manager on areas of the service where improvements could be made and make recommendations to improve efficiency.
6.	Respond to and resolve complex service requests and queries within the agreed service standard and according to operational procedures.
7.	Embed the quality framework and monitor outputs, addressing identified areas as appropriate.
8.	Embed customer service excellence within operational teams through the design of customer focussed processes, the PADP process and own behaviours.
9.	Work collaboratively on projects that support developments / improvements for the Commissioning and Finance Service in a professional and positive way. To liaise with the Brokerage and Payments Team Manager to secure the necessary support to implement developments and improvements within the operational service.
10.	Demonstrate awareness / understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.

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	Main Accountabilities
11.	Ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons, and to comply with the policies and procedures relating to health and safety within the business.

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.

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

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
Education and Qualifications	<p>A Level / NVQ Level 4 or equivalent in Business & Administration or Finance or significant experience gained in a similar or related service.</p> <p>Full Driving Licence</p>	
Experience and Knowledge	<p>Care Act 2014 relating to the Commissioning Service.</p> <p>Understanding of brokerage priorities in terms of delivering care services to those who need it most.</p> <p>Knowledge of brokerage processes / flows and how this impacts on payments and invoicing.</p> <p>Excellent IT skills with good knowledge of Microsoft Office applications.</p> <p>Experience of supervising, coaching and mentoring less experienced colleagues and team members to support the achievement of individual and team performance and development objectives.</p> <p>Experience of developing user guides and training documentation for Brokerage processes.</p> <p>Experience of working independently scheduling and prioritising own work and that of others to meet service requirements.</p> <p>Proven customer service background with experience of conflict resolution, negotiation and diplomacy skills.</p> <p>Experience and proven ability to identify service improvements to current processes and manage change.</p> <p>Experience of working with vulnerable service users, their carers and / or advocates.</p>	<p>Knowledge of Social Care Case Management Systems.</p> <p>Knowledge of Oracle and/or Agresso ERP Systems.</p> <p>Knowledge / experience of legal issues in handling and managing complaints and complex queries.</p>

Person Specification

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
Ability and Skills	<p>Excellent IT skills with good knowledge of Microsoft office applications to produce system documentation and presentations.</p> <p>Ability to influence and communicate with managers, suppliers and customers to ensure that changes and operational processes and priorities are understood.</p> <p>Ability to work with internal and external stakeholders to support the delivery of the Brokerage Service in line with the annual service plan.</p> <p>Ability to understand and interpret national legislation, policies and guidance to ensure processes are compliant with national requirements.</p> <p>Ability to analyse and evaluate data and financial information related to the Brokerage Service to support the production of management reports and information on service performance to meet service area requirements.</p>	
Equal Opportunities	<p>Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.</p>	
Health & Safety	<p>Ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons, and to comply with the policies and procedures relating to health and safety within the department.</p>	
Safeguarding	<p>Demonstrate an understanding of the safe working practices that apply to this role.</p> <p>Ability to work in a way that promotes the safety and well-being of children and young people/vulnerable adults.</p>	

Person Specification

Disclosure Level

What disclosure level is required for this post?			
<input checked="" type="checkbox"/> None	<input type="checkbox"/> Standard	<input type="checkbox"/> Enhanced	<input type="checkbox"/> Enhanced with barred list checks

Work Type

What work type does this role fit into?			
<input type="checkbox"/> Fixed	<input checked="" type="checkbox"/> Flexible	<input type="checkbox"/> Field	<input type="checkbox"/> Home