



Job Description

Job Title: Finance Officer Social Care

POSCODE:

Grade: G

Overall Purpose of Role

This role is accountable to the Senior Finance Business Partners. The role is to carry out tasks related to the processing of social care payments for external providers, carers and young people and to provider professional finance support to internal and external stake holders.

Main Accountabilities

1	Working as a key member of the finance team, contribute to the overall strategic and operational management of the provision of Financial Services to the Service, Support or Operational Area.
2	To review all social care payments to providers, carers and young people using the social care finance system (Controc) to ensure they are correct for processing. To obtain the required service approval and ensure the file has been passed through BAM.
3	Ensure all files from Controc are processed within the set timescales, reconcile to ERP and meet audit requirements.
4	Communicate with providers, carers, young people and the service to resolve any issues/queries. To present data to these stakeholders in a way that is easy to understand.
5	To manage the provider portal.
6	To raise invoices in ERP and process manual adjustments in Controc as required.
7	To prepare and process journals required within the team ensuring relevant compliance with the Trust's Financial Procedure Rules.
8	To carry out finance tasks as required within the team.
9	To demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
10	To ensure that reasonable care is taken at all times for the health, safety and welfare of yourself, others and to comply with the policies and procedures relating to health and safety with the Trust.

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

Qualifications, Knowledge, Skills and Experience

Minimum level of qualifications needed for this post

Qualifications Required	Subject	Essential/Desirable
GCSE Maths & English	Grade C or above	Essential
Finance Qualification or relevant finance experience	AAT level 2 or equivalent	Desirable

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

Identify	Details	Essential/Desirable
Knowledge:		
Business Support	Understanding of working within a business support function.	Essential
Financial processes	Understanding of basic financial processes, account reconciliation and financial controls.	Desirable
Understanding of Children's Services	Understanding of how Children's Services works	Desirable
Understanding of local government	Understanding of how local government works and the major influences and challenges it faces.	Desirable
Skills:		
Communication Skills	Ability to communicate effectively with professional and technical finance staff, operational managers and external stakeholders at a professional level.	Essential
Financial Skills	High level of numeracy skills and the ability to analyse and present data and information in a clear and concise format in order to resolve queries with external stakeholders.	Essential
IT	Good IT skills, including Excel and Word. Experience of financial management systems.	Essential
Experience:		
Time Management	Experience in planning and organising own workload and resources to ensure deadlines are met.	Essential
Working Relationships	Experience of establishing strong working and effective relationships	Essential

	across numerous stakeholder groups.	
Finance	Experience of working in a finance environment. Experience of providing financial advice, account reconciliation and financial controls.	Essential
Equal opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	

Disclosure level	
What DBS Level is required for this post?	
None	☒
Standard	☐
Enhanced Child Only	☐
Enhanced Child/Adult Bar	☐

Working Arrangements	
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	☐

Job Description Questionnaire

Page 1 and 2 of this document will form the job description and person specification for the post.

Job title:	Finance Officer Social Care	POSCODE (Needed for re-evaluations)	
Reports to (job title):	Corporate Finance Manager/Senior Finance Business Partner	Directorate/Service:	Finance
Presenting Manager:		Date of evaluation:	
Supporting HR contact person:		New Post	Yes/No
		Re-evaluation:	Yes/No

Job context

Give a short overview of the job context and the key objectives of the part of the organisation where the job is placed.

This new role is required following changes to the social care system which has resulted in changes to how payments are made. The Significant change is from spreadsheet based to system based which requires additional skills from the post holder. Therefore the current finance officer job description is applicable to the new role.

The job is a key function of the finance team and will report into the Corporate Finance Manager.

Organisation chart (please include POS CODES not the grades)

Please provide an organisation chart which includes the manager of the post, its peers and direct reports.

Head of Finance (NCT0014)

Corporate Finance Manager or Senior Finance Business Partner (NCT0030/HAY00854)

Finance Officer Social Care (New)

Change of accountabilities (for re-evaluations only)

What are the major changes to the role?

These should clearly show the reason for this re-evaluation i.e. the:

- changes to the accountabilities;
- changes to the essential qualifications, knowledge, skills and experience; or
- changes to the team structure

Communication and influencing

Contact	Nature of interpersonal skills used
Internal	Communication with financial and non-financial stakeholders, both written and verbal.
	Ability to communicate financial data to non-financial colleagues.
	Ability to communicate within team to ensure all deadlines are met.
	Regular communications with the service, ability to discuss queries where required.
External	Communication with external stakeholders to resolve queries and discuss payments. This includes carers and external providers.
	External communication will be verbal and written. Can be over the telephone or face to face.

Supervision and work planning

What degree of forward planning is required in this job (daily, weekly, monthly, annual, etc)?

Post holder will need to plan their own workload to ensure all payments are made on time. They will need to think ahead for anything that could impact on this such as bank holidays and amend payment dates as required to ensure no payments are paid late.

What level of supervision is this post subject to?

Bi-Weekly one to ones by Line Manager to discuss how things are going and raise any concerns.

What type of priorities is the post holder able to set themselves?

The post holder will be setting their own work plan to ensure the deadlines set are achieved. They will be deciding themselves when to process payment runs to ensure they meet the required deadlines taking into account bank holidays etc.

What kind of systems, procedures or 'rules' are set around the job?

Finance work to the financial procedures which are set out for the Trust. The relevant IFRS standards will need to be followed and adhered to.

Problems encountered

What types of problems are encountered in this job and what steps would you expect the post holder to take to find the solution (give 2 examples).

This role will require problem solving for issues incurred in the areas the role covers which will vary day to day. Examples are:

1. A payment has come through on Controc which is incorrect.

To resolve this the post holder would need to be able to recognise that the payment is not correct and to not process the payment. They will need to go back to the relevant team to query the payment and agree what should be paid and the adjustments that are required. Once agreed, the payment can then be processed or deleted, dependent on the outcome.

2. A carer has contacted NCT to say they have not been paid and require immediate funds.

To resolve this the post holder would need to take sufficient details from the carer to have a good understanding of what has happened. This is likely to involve a conversation with the service and finance colleagues. If it is agreed that a payment is due and required same day then the post holder would need to put through a faster payment request and the carer to be made aware of this outcome. If it is not due the a full explanation would need to be provided to the carer by the post holder.

At what point does the post holder escalate a problem to a more senior employee?

A problem would need to be escalated if it cannot be resolved by the post holder which would then need to be escalated to their line manager. For example, the carer/person they were speaking to was getting angry or very upset.

Decision making

Does the post holder makes a decision based on	a set process to resolve the problem There will be a set procedure to follow for the tasks required within this role which will include
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	how to resolve the majority of problems themselves. Initiative would be required as each situation will be different.
	a solution based on their past experience The post holder will be required to use their past experience so that they can resolve the problem in the best way.
	seek more information to determine the extent of the problem The post holder would seek advice from their line manager if they are unable to resolve the situation themselves due to complexity of the issue.
	use creative thinking to develop new concepts New ideas of how to improve processes is encouraged and to be communicated to their line manager for consideration.

Please give an example to illustrate the approach to decision making specified above.

A carer calls to query a payment made saying that it is not the right amount. The post holder would ask the usual questions to understand the situation then make a decision on the next steps to resolve the query which could include a decision to make a faster payment.

Freedom to act

Please give two examples of areas that the post holder has discretion over.

- 1) How to manage their own workload and when to make payments to ensure they are all paid on time.
- 2) How to resolve a payment query and when to make a faster payment if required.

Impact

Financial impacts of the role

Financial measure (e.g. income, expenditure, capital budget)	Amount (£)	Role (Direct control, joint control, advisory/influencing role)
External Provider Payments	£8m each month	Joint

Payments for allowances	£800k per week	Joint
Payments for PCAS	£200k every 4 weeks	Joint

Statistical Information

Is there any statistical information that can add to the understanding of the job? E.g. it is useful to know whether a Payroll Officer deals with is 50 or 50,000 payslips.

There will be aprox 900 payments to be processed every week and aprox 250 payments to be processed each month.

Physical effort and/or strain

Describe whether the job requires physical effort and/or strain more than is normally experienced in a routine office environment

No – role is office based and working from home

Working environment

Does the job require working outdoors, or being exposed to objectionable, uncomfortable or unfavourable working conditions?

No

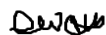
Declarations

All roles – Manager

JDQ completed by: Emma Watts

By submitting this JDQ to panel I confirm that the relevant Director/Assistant Director has given consent for this post to be evaluated/re-evaluated.

Signed:



Date: 04/06/26

Print name: Emma Watts

Re-evaluations only – Current Post Holder

Current post holder – by signing this form I confirm that I have been involved in completing the JDQ and confirm that it is an accurate reflection of my current role.

Signed:

Date:

Print name:

HR Advisory - Prior to submitting the job to panel please provide the Hay Lines of this posts Line Manager and Direct Reports.

Job title	Hay Line			Score
	Know How	Problem Solving	Accountability	

HR Advisory - Advice given to the manager

Use this section to record any relevant background information and advice that you have given to the manager.

