**Job Description**

|  |
| --- |
| Job Title: Finance Assistant |
| Job number |
| Grade |

**Overall purpose of the job**

To provide effective and accurate loading and audit of Children’s social care transactions, ensuring that Service Users and Providers are accurately paid and invoiced.

To support customers to understand and resolve queries.

To ensure that all paperwork relating to the setup of Direct Payments is processed, sent and received in a timely manner.

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

# Main accountabilities

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

|  |  |
| --- | --- |
|  | **Main accountabilities** |
|  | System & invoicing Process:   * Accurate loading of all packages of care to ensure that accurate billing and payments are made * Ensure that all financial data is recorded in a consistent and accurate way across all systems * 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 service users (and/or their representatives) are accurate, meet quality standards and adhere to agreed processes * To ensure all suppliers/creditors are set up correctly so that payments are generated correctly. * Loading block contract payments to the system in a timely manner * Loading of manual payments to the system in a timely manner * Sending and monitoring the return of purchase orders |
|  | Customer Relations:   * Dealing with and resolving customer queries. * To be proactive in dealing with provider/client queries. * Record, investigate and sensitively resolve customer enquiries, referring complex matters to line manager for advice or re-allocation as appropriate. |
|  | Direct Payments:   * Managing the process for all services including carers * Ensuring that accurate Direct Payment paperwork is sent and received back signed * Complete monitoring/audit of direct payments. * Assisting with the implementation of new DP processes and ways of working |
|  | Debt Management Processes:   * Highlight and investigate issues in relation to Debt providing a resolution where possible |
|  | 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 |

**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** |
| GCSE/NVQ | Literacy and numeracy sufficient to undertake the tasks and duties contained in the Job Description. | E |

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

|  |  |  |
| --- | --- | --- |
| Identify | Describe | Essential/Desirable |
| **Knowledge** |  |  |
| Understanding of national social care charging guidance and local charging policies and the range of social care provision available for vulnerable people | Has some knowledge regarding social care available across client groups and the various charging guidance for each.  CCC policy knowledge to advise/guide others. | E |
| Understanding of customer care principles | Demonstrable track record of dealing with public in a positive 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 clients and to maintain good working relationships with others teams and partners | E |
| Good organisational and administrative skills | Able to plan and organise in the most effective way | E |
| Ability to meet targets and deadlines, whilst maintaining quality and performance standards |  | E |
| Proactive approach to change management |  | D |
| **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 | Experience of working with finance systems and keeping accurate financial records | E |
| Experience of using spreadsheets, databases, word processors, and a range of computer applications |  | E |
| Record keeping | Ability to maintain clear and accurate financial and other relevant records (electronic and manual) | E |
| Experience of stakeholder working | Experience in working across services and/or with external providers | D |
| Experience of monitoring, administering and regulating budgets |  | D |
| Experience of working in the local authority sector |  | D |
| Ability to act independently, but also to recognise when to escalate to managers for advice or support |  |  |
| 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 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:** | Adults Finance Assistant | **Directorate/**  **Service area:** | Adults and Safeguarding |
| **Reports to (job title):** | Adults Finance Officer | **Section:** | Finance and Business Support |
| **Presenting Manager:** | Emma Middleton | **Date of evaluation:** | 3 May 2018 |
| **Supporting**  **HR contact person:** | Hayley Olney | **Re-evaluation:** | 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.

Working within the Adult Finance Team, the Finance Assistants are responsible for providing accurate inputting of financial information to ensure that all Adults Service Users and Providers receiving accurate payments and billing.

Finance Assistants will also provide a high level of customer care dealing with Service User and Provider queries.

The Finance Assistants will be responsible for ensuring Direct Payments are correctly set up, ensuring that paperwork is sent and received and proving follow up and assistance where required.

# Organisation chart (include grades)

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

**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 |  |
| Service Departments | Advising, supporting |
| Colleagues | supporting, advising, |
| Senior Managers | Advising, supporting, |
|  |  |
|  |  |
| External |  |
| Service Users/ Families | Advising, supporting, sensitivity, resolving |
| Care Providers | Advising, supporting, challenging, influencing, resolving |
| LGSS IT | Advising, challenging, influencing |
| LGSS Finance | Advising, supporting, challenging, influencing, resolving |

**Supervision and work planning**

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

Responsibility for ensuring that workload set is achieved on a daily/weekly basis. There will also be support to the annual of provider uplifts and end of year financial activity.

What level of supervision is this post subject to?

The post will be subject to monthly supervision, the post holder will be required to ensure they manage their own work and raise to their manager when this isn’t achievable.

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

The post holder will have set tasks to complete through their working week, there will be ability to prioritise these themselves and manage their own time.

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

The role is subject to adherence to the Councils policies and procedures

There are Mosaic system rules that are set around this job relating to the scheduling of finance billing and payment cycles

**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).

One likely problem to be encountered is that the Finance Assistant will be responsible for answering telephone calls from Service Users querying the invoices they have received. Finance Assistants will not always have the knowledge or skill to be able to fully respond. They will need to establish this quickly and manage the call to ensure that it is directed to a Finance Officer or Manager in an efficient and polite way.

Another problem could be that Direct Payment paperwork is not received back from Service Users. In the first instance Finance Assistants should do what they can to make contact with Service Users regarding the non-return of this paperwork but if this does not get the right action, they should consider if the case should be referred back to the responsible case worker or if the issue needs escalating to a Finance manager The Finance Assistant would use their knowledge of previous Direct Payment cases to decide if this is an issue with the case work team that needs to be addressed or if it’s a one-off issue with the Service User.

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

The Finance Assistant should inform their line manager early of both situations and be supported to escalate as necessary and via the correct route.

**Decision making**

|  |  |
| --- | --- |
| Does the post holder makes a decision based on | a set process to resolve the problem  ✓ |
| a solution based on their past experience  ✓ |
| seek more information to determine the extent of the problem |
| use creative thinking to develop new concepts |

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

As detailed above in problems encountered

**Freedom to act**

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

Tasks will be allocated by the Finance Officer but the Finance Assistant will need to prioritise the order in which to complete tasks and manage their own time. There will be the opportunity to work from other locations so the being able to make the right judgement on priority of tasks will be vital.

**Impact**

Financial impacts of the role

|  |  |  |
| --- | --- | --- |
| Financial measure (e.g. income, expenditure, capital budget) | Amount (£) | Role (Direct control, joint control, advisory/influencing role) |
|  |  |  |
|  |  |  |
|  |  |  |

Statistical Information

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| --- |
| Is there any statistical information that can add to the understanding of the job  The team will be responsible for:  £200million of Adults Social Care Transactions per annum  610 different active Providers per annum  3,100 of Service User Invoices per month  22,000 of payment lines arranged per month  1,000 repeat Direct Payments per month  40 Invoice Queries (Service User/Provider) per 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

**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:  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:  Print name: |

|  |
| --- |
| **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

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