

**WHERE
CAREERS
THRIVE**

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



**West
Northamptonshire
Council**

Senior Direct Payment Officer

Direct Payments Team, Finance 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.



**West
Northamptonshire
Council**

Purpose and impact:

To provide an effective, customer focused support service to people and children who are in receipt of Direct Payment. The post will support the Direct Payment Team Leader by managing the daily tasks for staff and lead the team through the effective use of systems and processes deliver an efficient service.

The Senior Direct Payment Officer is a key contact for colleagues and people for queries and manages complex issues when required.

The post holder will ensure an integrated approach to reconciling Direct Payments by assisting with the implementation of new technologies, methodologies and processes that meet the needs of the service. This role will identify and investigate potential situations where people 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, responsible for the direct line management of 6 Direct Payment Officers. The role is positioning in Finance Operations, part of Commissioning & Performance, People Directorate in West Northamptonshire Council.

Responsibilities:

1. Oversee and ensure all Direct Payment accounts are reconciled in a timely and in accordance with care needs plans. Provide daily support to Direct Payment Officers and managing the workloads of the Direct Payment Officer and Direct Payment Assistant.
2. Assist the Direct Payment Team Leader in providing effective employee management, improving performance, developing, appraising, and rewarding team members.
3. Ensure pro-active monitoring of Direct Payments is undertaken and the identifying any high and closing balances are recovered where necessary. Assisting Direct Payment Officers in escalating any inappropriate usage of Direct Payment monies and taking appropriate steps to recover these funds, and to highlight the misappropriation of the funds to Adult Social Care so early intervention can take place.
4. Promote the use of Prepaid Cards for all appropriate Direct Payment users and monitor the balance within the E-wallet for Prepaid cards.
5. Investigate, respond to, and resolve service requests and queries ensuring operational service priorities are met through ownership, adhering to agreed service standards, legislation, and guidance and according to operational procedures. Escalate any complaints and potential safeguarding issues in accordance with the relevant procedures.
6. Produce clear, accurate and concise statistics for the Direct Payment service and the team on a weekly, monthly and annual basis.

7. Take responsibility and ownership on areas of the service where improvements could be made. Recognising and adapting to the changing needs of the service by making recommendations and implementing agreed changes to improve efficiency and the service provided.
8. Support system implementations including conducting system testing and delivering training to staff on new system processes.
9. Work as part a team supporting your colleagues, mentoring Direct Payment Officers, Direct Payment Assistant and Apprentices to a high standard. Provide training to new Direct Payment Officers as and when required to ensure high levels of standards are met.
10. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, though effective use of Office 365 and our internal IT systems and applications.
11. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
12. 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
Able to collate, produce, and present information relating to a person's activities using statistical data to enhance understanding and decision making	Essential	A, T, I, P, D
Ability to manage and prioritise your own workload	Essential	A, I
Ability to understand and interpret national legislation, policies and guidance to ensure processes are compliant with national requirements	Essential	A, I
Able to support the production of management information reports	Essential	A, I
Work collaboratively on projects that support developments / improvements for the Finance Operations Service in a professional and positive way. To liaise with Personal Budget and Payments Team Manager to secure the necessary support to implement developments and improvements within the operational service.	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, T, I

Knowledge:	Essential / Desirable	Measured by
Knowledge of direct payments processes, procedures and regulations	Essential	A, T, I, P, D
Knowledge and use of ERP system	Desirable	A, I
Knowledge of systems used to manage service user casework in a social care environment, e.g. Care First, Eclipse, etc	Desirable	A, I

Relevant experience:	Essential / Desirable	Measured by
Experience of working in a fast-paced environment and remaining calm under the daily pressures	Essential	A, T, I, P, D
Experience of problem solving by using creative and proven methods	Desirable	A, I
Experience of managing staff and performance	Desirable	A,I

Education, training and work qualifications:	Essential / Desirable	Measured by
NVQ Level 3 or equivalent	Essential	A, T, I, P, D

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:	5	Worker type:	Part-flexible
Salary range:	£29,060 (pay award pending)	Budget responsibility:	No
People management responsibility:	Yes		

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”

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.

