

Post Specification

Date	June 2019
Post Group Number	6737
Post Title	Central Payments Team Finance Officer
Job Family	Regulation and Technical
Job Family Role Profile	RT7
Final Grade	8

To be read in conjunction with the job family role profile

Service Area description

Children and Families Service, Children Looked After/Fostering and Adoption

Purpose of this post

- To provide efficient, effective and confidential financial support to the Fostering, Adoption and Adoption Support Teams. Provide relevant advice to District Offices on a county wide basis. Undertake financial assessments and introduce direct payment arrangements.
- To assist in the development of Policies and Procedures to ensure that all systems and processes are maintained and developed to meet the performance needs of the service; to provide a fully responsive and flexible financial support service within the Department.
- Keep up to date with changes in Government Legislation and The Department of Work & Pensions guidance in relation to fees and financial arrangements for Special Guardianship, Child Arrangement Orders and Adoption Orders

Key job specific accountabilities

- Provide a holistic financial service to people who have been granted a Special Guardianship Order, Child Arrangement Order or Adoption Order and act with delegated responsibility in advising, informing, supporting service users and assisting staff and colleagues both internally and external to the organisation.

Liaise where necessary with colleagues in other council directorates and with colleagues in other agencies.

- Project work / other duties - Develop and maintain databases in order to provide high quality statistical information to enable returns (including Performance Management) to be made so as to enhance effective management of the Service.

Work on specific time limited projects within agreed parameters in order to promote improvement in information systems and processes to facilitate effective management decision making.

- Record Keeping/Management Information – Ensure data is coded and recorded in an accurate and timely way to enable budget monitoring and the production of good quality management information to support the work of the department.
- Produce weekly budget reports and work closely with Social care Team Managers and Senior Manager to ensure that any anomalies are rectified and recoded in an accurate and timely manner.
- Input information in to relevant systems and formats to ensure effective and efficient budgetary control.
- Financial Assessments – Undertake financial assessment for Adopters, holders of Special Guardianship Orders and Residence Orders. Work within complex and strict guidelines and regulations.

In line with any notification of change in circumstances, undertake and a reassessment of assessed financial contributions (Means Testing)

- Collection of Financial information – Request necessary information from Service Users in order to undertake accurate financial assessments.
- Income and Debt Recovery – Undertake income recovers; calculate debt and advise individuals regarding payment methods. This includes debt recovery where appropriate to recover overpayments. Liaise with Accounts Payable to inform of received or outstanding debt.
- BACS Payments – Carry out and arrange BACS payments direct to Foster Carers, Homestays Providers, Staying Put Providers, Adopters, Holders of Special Guardianship Orders and Residence Orders.
Provide advice to Social Care staff and individuals of their representatives on the operation of the BACS payment process.
Work closely with Social Care staff and individuals or their representatives on the operation of BACS payment process.
- Client Services – Inform families of appropriate benefits they may be eligible to claim.
- To calculate, review and maintain payments to carers who provide permanent care to a child or children who have previously been accommodated.
- To calculate and maintain payments to carers who provide care to a child or children on a long- or short-term basis, as well as via shared or approved support care.
- To advise professionals about the payment scheme and send appropriate information to enable them to assist carers.
- To provide advice and liaise directly with carers regarding financial payments and procedures as required.
- To assess and calculate the eligibility of carers to a payment in respect of Adoption Allowance and Special Guardianship Orders and Residence Orders.
- To prepare agreements with the carers taking into account their particular circumstances under the appropriate legislation.
- To review all payments in respect of Adoption Allowances and Special Guardianship Orders and Residence Orders on an annual basis by ensuring carers receive appropriate paperwork and relevant information and to monitor progress and follow through until objective has been achieved.
- To liaise with carers, professionals and other agencies.

- Become conversant with the welfare benefits system in order to assist carers to claim correctly.

Please note annual targets will be discussed during the appraisal process

Key facts and figures of the post

Budget Responsibilities

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Staff Management Responsibilities

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Other

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Essential Criteria - Qualifications, knowledge, experience and expertise

Qualifications:

- Essential
 - 5 GCSE's at grade A-C including English Language and Maths
 - Recognised qualification in Finance and Accounting or equivalent
 - NVQ Level 3 in Business Administration or equivalent
- Desirable
 - Willingness to acquire specialist levels of IT and Finance

Knowledge:

- Essential
 - Understanding of Policies and Procedures
 - Understanding of general organisational procedures, regulations and legislation as applicable
 - Detailed knowledge of service / business area
- Desirable
 - Understanding of Adoption Legislation
 - Understanding of National Foster Care Minimum Standards

Relevant Experience:

- Essential
 - At least two years experience of working in a busy office environment
 - Knowledge of computer packages and databases i.e. excel and word
 - Ability to understand and apply standards and regulations
 - Ability to communicate orally and in writing
 - Experience of monitoring and setting up spreadsheets and databases
 - Experience of dealing with sensitive issues
- Desirable
 - Experience using County Council systems i.e. E5 and ICS etc.

Skills:

- Essential
 - Ability to manage tasks and work as part of a Team
 - Ability to produce and interpret statistical data
 - Proven ability of IT skills

- Ability to work under pressure
- Ability to work on own initiative
- Ability to prioritise and meet deadlines
- Ability to communicate effectively with Senior Managers, colleagues and members of the public
- Ability to work as part of a team
- Willingness to be flexible
- Professional integrity, reliability and consistency
- Ability to respond sensitively and constructively to people under pressure
- To respect confidentiality
- Ability to travel independently (using own or public transport)
- Commitment to service provision and customer care

Disclosure and Barring Service – DBS Checks

- This post requires a DBS check.
- The level of check required is:
 - DBS Enhanced - no barred list

Job working circumstances

Emotional Demands	Emotional demand forms an expected part of the role and the post holder has direct responsibility to deal with those imposing demands. The post holder may deal with distressed service users whose financial situation has been affected as a direct result of council policies/action. The post holder may deal with seriously disadvantaged and/or distressed individuals.
Physical Demands	There may be physical demands on the post holder who is required to deal with large heavy files relating to over 510 carers.
Working Conditions	The post holder may experience considerable abusive language and, at times, aggressive behaviour from service users via telephone and face to face.

Other Factors

- Direct contact with members of the public: The post holder will have direct contact with members of the public with considerable impact on individuals and families through assessment and provision of a financial service.
- Personal management: provision of advisory services on internal and external requirements. The post holder will be regularly required to assist and advise social care staff on the application of CCC financial policies and procedures.
- Policy development: The post holder will provide advice and guidance on the operation of established internal policy and procedures including some interpretation to meet specific circumstances.
- Regulation: The post holder will enforce rules and regulations (including those on a legal basis) which have a high impact upon individuals or families.