

<b>Title</b> <b>Finance Assistant – Direct Payments Auditing</b>	<b>Department</b> <b>Adult Social Care, Health &amp; Public Protection</b>	<b>Post Ref.</b>
<b>Job Purpose</b> To interrogate systems, understand service user financial contributions and carry out auditing on Direct Payment bank accounts; alerting and working with Social Work teams and Managers to solve discrepancies.		
<b>Key Responsibilities</b> <ol style="list-style-type: none"> <li>1. To undertake all duties in accordance with statutory guidance, financial regulations and organisational procedures and policies.</li> <li>2. To operate financial and administrative process linked to the calculation, collection, notification and review of financial assessments and welfare benefit entitlements.</li> <li>3. To maintain a current knowledge and awareness of legislation, policy, procedures and practice in the post holder's field of work.</li> <li>4. To liaise, communicate and work in collaboration with colleagues, other organisations and individuals as required and appropriate.</li> <li>5. To maintain manual and computerised information systems including data input/output and production of associated reports.</li> <li>6. To provide assistance to Team Leaders and other team members and cover for all duties within Adult Care Financial Services as necessary.</li> <li>7. To provide information and advice to service users, their representatives, colleagues, other organisations and care providers as required and if appropriate.</li> </ol>	<b>Key Accountabilities</b> <ol style="list-style-type: none"> <li>1. Accountable for own performance.</li> <li>2. Accountable for the accuracy of the work produced and for the quality of the service provided.</li> <li>3. Ensure correct business processes are being followed and to alert senior colleagues when non-compliance is identified.</li> <li>4. Ensure financial and charging regulations are adhered to.</li> <li>5. Provide a high standard of customer service in accordance with Nottinghamshire County Council's Customer Service Standards.</li> <li>6. Responsible for health, safety and welfare for yourself and others.</li> <li>7. Maintaining confidentiality at all times</li> </ol>	

8. To make accurate and timely payments to care providers and service users	
<b>The post holder will perform any duty or task that is appropriate for the role described</b>	

### ***Person Specification***

#### ***Education and Knowledge***

1. Educated to GCSE or equivalent in Mathematics and English
  2. Understands the responsibility to manage customer information in accordance with the requirement of the Data Protection Act.
  3. Understanding of Public Sector Equality Duty and the Equality Act.
  4. Knowledge of general health and safety issues in the workplace
  5. Understanding of social care leg
- Awareness of key legislation in social care including the Care Act and Mental Capacity Act
- 6.

#### ***Experience***

12. Minimum of 1 years' experience of working with computerised systems and software packages including word and excel.
13. Experience of dealing with telephone enquiries for a variety of customers.
14. Experience of working to set procedures and guidelines within tight timeframes.

#### ***Personal skills and general competencies***

7. A high level of personal drive and commitment to excellent customer care and the ability to set an example for other staff
8. Strong interpersonal skills to gain the agreement and acceptance of others including colleagues, senior managers and customers.
9. Ability to make decisions and solve problems to meet operational targets, involving devising solutions and prioritising the resources available
10. Ability to meet agreed objectives and delivery targets by the effective use of resources.
11. Has the ability to carry out detailed mathematical calculations accurately

### ***Role Dimensions***

15. To be responsible to the Team leaders within Adult Care Financial Services.
16. To be responsible for providing high quality service and support to service users and their representatives when receiving care from the organisation.
17. To be responsible for working effectively with agencies and organisations, Health and Social Care staff and service users in order to help promote the ethos of empowerment through Persona Budgets and Direct Payments, and to embed the Council's commitment to giving customers more choice and control over their support needs.

Date Dec 2016