



Title <i>Finance Assistant</i>	Department <i>Adult Social Care and Health</i>	Post Ref.
Job Purpose The post-holder is responsible for a range of duties in connection with the provision of financial services to service users who either lack the mental capacity to do so themselves or are vulnerable to financial abuse.		
Key Responsibilities <ol style="list-style-type: none">1. To maintain the benefit entitlements of service users who are managed by the Client Finance Team2. To maintain the Bank reconciliation of a portfolio of clients3. To support Deputyship Officers with administrative duties4. To resolve queries and difficulties arising in connection with the work of the team.5. To maintain a current knowledge and awareness of legislation, policy, procedure and practice in the post-holder's field of work and to keep others informed.6. To liaise, communicate and work in collaboration with colleagues, other agencies, organisations and individuals as appropriate.7. To ensure the effective maintenance of manual and computerised information recording systems and procedures and provision of statistics, returns and other information.8. To undertake any other duties which may reasonably be regarded as within the nature of the duties and responsibilities/grade of the post as defined, subject to the	Key Accountabilities <ol style="list-style-type: none">1. For the accuracy of the work produced2. To ensure correct business processes are being followed and to alert Team Leader when non compliance is identified.3. To ensure charging and financial regulations are being adhered to4. Work efficiently and effectively within the agreed timescales to support the business.	

proviso that normally any changes of a permanent nature shall be incorporated into the Job Description in specific terms.

The post holder will perform any duty or task that is appropriate for the role described

Person Specification

Education and Knowledge

1. Educated to GCSE standard in Mathematics and English.
2. Knowledge relating to the Data Protection Act.
3. Knowledge, understanding and commitment to the principles of Equality and Diversity.
4. Knowledge of general Health and Safety issues in the workplace.

Experience

9. Minimum of 1 year's experience of working in an office environment with mainframe/PC financial systems.
10. Experience of working to set procedures and guidelines.
11. Experience of providing information and advice to the public
12. Experience of providing excellent customer care
13. Experience of using Excel, Access and Word

Personal skills and general competencies

5. Puts into practice the Council's commitment to excellent customer care.
6. Works efficiently and effectively and actively looks for ways of improving services and outcomes for customers.
7. Works well with colleagues but also able to work on their own initiative.
8. Shares the Council's commitment to providing a safe environment for customers and staff and also treating all with respect and consideration

Role Dimensions

14. To be responsible to the Team Leaders within Adult Care Financial Services, servicing customers and service users needs while providing administrative support to other team members. Main functions will be telephone and written communications, financial calculations and general admin duties.
15. To administer cash and service user property in line with current financial regulations.

Please attach a structure chart

Date

Tier 7 - Frontline Roles