A blue text on a black background

Description automatically generated**A blue and black background

Description automatically generatedA black and white logo

Description automatically generatedJob and Person Profile (JPP)**

|  |  |
| --- | --- |
| **Job details** | |
| **Job title** | Senior Finance Officer |
| **Job Reference** | 20126 |
| **Grade and Salary** | 4 - £27,711 per annum (pro rata)  This role includes performance related pay progression |
| **Service and Team** | Financial Inclusion and Advice Service (FIAS) - Accruals, Deferred payments and Debt Management (ADDM) team |
| **Location** | Beacon House, Landmark Business Park, Ipswich, IP1 5PB - Hybrid |
| **Hours per week** | 16 |
| **Status** | **Permanent** |
| This role may offer the following flexible working options | * *Working part time hours (eg different hours/days to those advertised)* * *Job sharing* * *Working compressed hours (eg a nine-day fortnight)* * *Term time working (including partial term-time working)* * *Use of flexitime / time off in lieu* * *Hybrid working options, including some home working* * *Working from different Council buildings* * *Working adjusted core hours (eg starting later and finishing later or other patterns)* |

|  |
| --- |
| **About us** |

As a modern and effective council, we understand the importance of being flexible and well-connected in the ways we work. We focus our ambitions on doing what’s right for people, our partners and our communities - both now and for the future.

That’s why, as one of the largest employers in Suffolk, we believe in empowering everyone. Through career variety and collaborative working, accessible career paths and professional development.

The support and care we offer encourages and enables you to be the best you can be. To make a meaningful impact on the world around you. To achieve a unique sense of pride in what you do, why you do it and where. **Reimagine the possibilities.**

|  |
| --- |
| **Main purpose of the job** |

The post holder will be responsible for the day-to-day work of the team(s) under the guidance and supervision of the FIAS Accruals, Deferred Payments, and Debt Management Team Manager, Senior Finance, Debt and Performance Manager, and the Head of FIAS. The post holders will be the primary point of reference for other FIAS team members where they require solutions to complex situations, or the answers to technical questions relating to this work area. The post holder will be expected to hold a large caseload of accruals, deferred payment and debt cases and also to develop knowledge and expertise in other work areas covered by the wider FIAS team.

The post holders will be supporting areas social care teams, business managers, corporate finance teams, and budget holders, among others, with all matters relating to prevention, management and recovery of debts under the guidance and supervision of the FIAS Accruals, Deferred Payments and Debt Management Team Manager, Senior Finance, Debt and Performance Manager, and the Head of FIAS.

|  |
| --- |
| **What you will be expected to deliver in the role** |

**Processes and procedures**

* Day to day management of specific processes carried out in service area including administrative, financial, IT and HR processes.
* Manage activities within area of specialism including undertaking research, investigations, and preparing presentations
* Identify opportunities to continually improve and enhance service levels and performance within area of specialism.
* Ensure that processes within area of responsibility are in line with relevant legislation and regulations and follow County Council policies. Ensure that those operating these processes are aware of requirements.
* Comply with information handling procedures (including information legislation such as the Data Protection Act and Freedom of Information Act).
* Be first point of contact for response to customer complaints relating to work area.
* Take responsibility for quality control and efficiency of team: be the first point of contact for both internal and external auditors, including any specialist quality assurance processes.
* Monitor budgets relating to the work area of the team, maintain data and prepare reports as requested by a Manager and/or Head of FIAS
* Complete financial re-assessments and remote or face-to-face appointments, including home visits, if required.

**Communication**

* Develop good working relationships with internal and external customers, including regular and timely communication, problem solving, and identification of improvements in service delivery.
* Arrange events and meetings, liaising with internal and external parties (e.g. Adults, partners, staff).
* Contribute to internal and external meetings covering area of specialism.
* Draft internal and external communications for a range of audiences.
* Provide advice to colleagues on specialist policies or procedures including basic training and demonstrating specific tasks.
* Share knowledge and expertise to improve processes, participating in corporate reviews where appropriate.

**Teamworking**

* Plan, prioritise and monitor work for self and others.
* Carry out induction and on the job training for new staff.
* Support line manager in assessing staff performance where appropriate.
* Arrange and oversee the maintenance of equipment used by the team, making recommendations for improvements as appropriate.
* Deputise for Accruals, Deferred Payments and Debt Management team manager as required

**Project work**

* Provide support to projects as defined by a manager. This may involve research and investigative work as well as providing general administrative support such as taking action notes, arranging meetings, monitoring plans and flagging issues.

Although this list provides examples of what you will be doing it’s not intended to be exhaustive, and you will have personal objectives linked to our People Plans and Strategies that will be discussed and agreed with your line manager when you start.

|  |
| --- |
| **Person Profile – what you will bring to the team** |

**Qualifications and professional memberships**

1. Relevant qualification such as NVQ3 or equivalent level of knowledge and experience (desirable).
2. High standard of literacy and numeracy

**Values and personal qualities**

1. A passion for improving the lives of people who access our services and sensitivity to the challenges that they face.
2. Demonstrates a passion for making a positive difference for Suffolk.
3. Shares our [WE ASPIRE](https://www.suffolk.gov.uk/jobs-and-careers/working-for-suffolk-county-council/our-weaspire-values/) Values and strives to lead by example in relation to these.
4. A strong commitment to fairness and Equality, Diversity and Inclusion (EDI).
5. Strives to continuously improve in everything they do, taking the initiative to learn and develop.
6. Brings creativity into their work through innovation and openness to change.
7. Collaborates well with others and offers assistance and support to colleagues.

**Specialist knowledge skills and experience**

1. Resilient under pressure and ability to remain positive when challenged.
2. Strong customer service ethos and experience of communicating with customers and colleagues in a tactful manner, show empathy and resolve conflict effectively.
3. Proven skill to communicate openly and honestly, willing to share and exchange ideas/information with others.
4. Good verbal and written communication and presentation skills with proven ability to deliver messages on a wide range of information and communicate complex information effectively.
5. Confident communicator who can provide advice and guidance on a range of issues to internal and external customers, e.g. relating to administrative processes and procedures, directorate policies and practices etc
6. Influencing and negotiating skills.
7. A positive attitude, commitment and enthusiasm.
8. Experience in successfully carrying out specialist administrative and financial procedures, including financial assessments and benefits support.
9. Previous experience of managing budgets and/or financial information.
10. Good working knowledge of Microsoft packages, e.g. Word, Excel, PowerPoint, Outlook
11. Good working knowledge of, or ability to learn quickly and effectively our finance and case management systems: Oracle Fusion; Liquid Logic and ContrOCC
12. Excellent specialist working knowledge of technical areas covered by the team.
13. Sound knowledge and understanding of a range of administrative procedures
14. Organisational skills to prioritise own workload and meet deadlines.
15. Demonstrates an understanding of confidentiality and data protection requirements in the workplace.
16. Ability to work on own initiative.
17. Research and problem-solving skills to deal with queries and issues.
18. Basic training skills to deliver induction training and provide informal training for staff.

If you think you have what it takes to be successful in this role, even if you don’t meet all the criteria, please apply. We’d appreciate the opportunity to consider your application.

|  |
| --- |
| **Travel requirements** |

On occasions, there may be a requirement for you to travel using reasonable and suitable means available to you.

|  |
| --- |
| **Our values – WE ASPIRE** |



At Suffolk County Council our WE ASPIRE values set out the behaviours we expect from everyone in the organisation regardless of who they are, what their role or grade is or where they work.

The values have been developed through feedback and input from employees at the council and underpin how we go about our everyday work. They define us and help us to be the best we can be.

Visit our [**careers pages**](https://eoce.fa.em3.oraclecloud.com/hcmUI/CandidateExperience/en/sites/CX_3001/pages/11002) for more information on our WE ASPIRE values.

|  |
| --- |
| **Our Customer Commitment** |

A picture containing logo

Description automatically generated

In addition to our WE ASPIRE values, we also have a **Customer Commitment** which sets out a number of strong principles that help support high standards of customer service and care that we can all endeavour to consistently demonstrate.

For more information, view our [**Customer Commitment poster.**](https://sccrecruit.blob.core.windows.net/assets/SCC/Other-Docs/17.06.2020_%20CUSTOMER_COMMITMENT_POSTER.pdf)

|  |
| --- |
| **More information for recruitment applicants** |

We offer a fantastic working environment including diverse and active staff networks,

great flexible working options and many benefits, as well as the opportunity to improve the lives of Suffolk residents.

Visit the [**Suffolk County Council career website**](https://eoce.fa.em3.oraclecloud.com/hcmUI/CandidateExperience/en/sites/CX_3001/pages/11002) to learn more, including information about adjustments to recruitment processes, our interview schemes and other commitments to equality, diversity and inclusion.