**Job and Person Profile (JPP)**

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| **Job details** |
| **Job title** | Finance Administrator  |
| **Job Reference** | 17840 |
| **Grade and Salary** | 3 - £24,404 per annum (pro rata if part time)This role includes performance related pay progression |
| **Service and Team** | FIAS (Financial Inclusion and Advice Service) |
| **Location** | Beacon House, Landmark Business Park, Ipswich, Suffolk, IP1 5PB – Hybrid  |
| **Hours per week** | **Post 1 & 2: 37**  |
| **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)*
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| **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.**

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| **Main purpose of the job** |

The purpose of this post is to provide a variety of financial tasks for customers and to provide information to colleagues both internally and externally. This may include undertaking financial assessments for care charges and administrating direct payments.

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| **About the team**  |

The Finance and Inclusion Advice Service works within Adult and Community Services to:

* Administer Direct Payments.
* Carry out Financial Assessments on customers income to determine whether a customer is required to contribute towards the cost of their care.
* Support vulnerable customers with managing their finances.

FIAS as a whole work with vulnerable customers who are receiving services from Social Care due to long term and/or complex medical conditions.

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

**Role Specific Activities and Responsibilities:**

* To receive financial declaration forms and undertake assessments, drafting relevant correspondence and dealing with any related queries.
* To process requests for Direct Payments and to provide advice to Customers and social work services staff.
* To undertake all aspects of management of Customer finances as required within the role of ACS acting as Court of Protection appointed Deputy.
* To keep up to date with relevant legislation and guidance and to attend such training as the role requires.
* To contribute to the financial re-assessment of ACS customers.
* To prepare information for the collection of income and resolve any queries which may be received by email, mail or telephone.
* To provide reports as requested by manager.
* To use and update systems to enable the efficient collection and analysis of data in relation to financial assessments and payments to care providers.
* To identify issues relating to individual Customer finances (such as under-claiming of benefits or financial safeguarding) and to make appropriate referrals.
* To refer to the senior finance officer/ Finance and Performance manager any complex problems or other matters which may require a policy decision, and keep them informed of progress on work.
* Any other duties considered necessary to fulfil the role.

**Customer Support:**

* To resolve customer/care provider problems and issues, seeking advice from colleagues as required.
* To investigate and assist in resolving customer queries and queries from other FIAS/ACS colleagues
* Operational Requirements
* Participate in team activities in order to improve service provision.
* Ensure customer requirements are met within performance measures.
* Ensure confidentiality and security of customer information.
* Ensure compliance to appropriate legislation for example data security, data protection and Freedom of Information.

**Teamwork:**

* Ensure that work allocated to team and self meets deadlines and is of a high standard.
* As part of the team ensure that all procedures, policies and processes are documented and followed correctly.
* Contribute to the development of procedures, policies, processes and standards.

**Level of Autonomy and Decision Making:**

* A Manager, senior finance officer or colleague is always available for advice and guidance on complex 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.

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

**Qualifications and professional memberships**

1. Educated to GCSE standard or NVQ2 in Customer Service or equivalent knowledge and experience.

**Values and personal qualities**

1. Demonstrates personal values and behaviours aligned to our corporate [WE ASPIRE](https://www.careers.suffolk.gov.uk/home/about/our-values) values.
2. Passionate about making a positive difference for Suffolk.

**Specialist knowledge skills and experience**

1. Good knowledge and understanding of customer service.
2. Able to communicate well both verbally and in writing with both internal and external customers.
3. Able to work effectively as part of a team.
4. Ability to manage large workload and work to tight deadlines.
5. Ability to work with people in difficult situations with sensitivity.
6. Experience of working in a financial and/or health and social care environment.
7. Knowledge of Microsoft packages, eg Excel, Word.
8. Working knowledge of health and social care services. (Desirable)
9. Understanding of local government. (Desirable)
10. Knowledge of financial frameworks for charging for adult care services. (Desirable)
11. Ability to work flexibly and to manage a variety of tasks. (Desirable)
12. Advanced knowledge of Microsoft Excel and Word. (Desirable)
13. Knowledge of case management systems and Oracle. (Desirable)

**Additional requirements**

1. Strong numerical skills.
2. Ability to understand and apply complex legal frameworks.
3. Understanding of data protection and confidentiality issues. (Desirable)

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.

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| **Travel requirements** |

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

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| **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.

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| **Our Customer Commitment** |



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)

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| **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.