**Job and Person Profile (JPP)**

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| **Job details** |
| **Job title** | Business and Finance Administrator  |
| **Job Reference** | 17855 |
| **Grade and Salary** | 3 - £24,404 per annum (pro rata)This role includes performance related pay progression |
| **Service and Team** | West Locality, Business and Finance Team  |
| **Location** | Sudbury Community Health Centre, Sudbury, CO10 2DZ – Hybrid  |
| **Hours per week** | 18.5 |
| **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** |

You will be supporting the Area Business Manager, Business and Finance Officer and the rest of the team on the delivery of financial and business functions.

To be part of the team carrying out financial and business functions in localities.

To undertake a range of financial duties to support the delivery of income and payment services within Adult Social care (ASC).

To provide business support as set out in ASC Business Support Core Offer, focussing on good outcomes for our customers, statutory requirements and support to business.

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| **About the team**  |

Adult Social care have 4 Localities across Suffolk. In this role you will be part of a Locality based Team where you will be supporting the Area Business Manager who is responsible for all Business Support teams and sites within their Locality.

As part of this team you will work towards the Suffolk County Council’s (SCC) Vision and Adult and Communities priorities to promote better outcomes for residents of Suffolk

The team that you will be part of, will be responsible for supporting some of the most vulnerable adults in Suffolk offering services such as social services, occupational therapy professionals, helping people to maintain independence to stay at home, mental health and learning disability services, commissioning and contracting functions.

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

**Day to day tasks may include:**

* To set up Service Agreements for new customer on electronic Case Management Systems
* To process automated payments to providers
* To ensure accurate recording
* Managing information both electronic and paper
* Financial processes
* IT tasks with consideration to systems thinking and digital by default
* To provide project support as prioritised by Line Management
* To ensure adherence to governance
* To provide general business support agreed within ASC Core Offer
* To liaise with Care Providers to ensure that all payments for care are checked and accurately paid in accordance with agreed processes, policies and timescales
* Act as first point of contact and resolve financial and business performance process queries
* Financial and Business duties including the process of payments, budget changes, using financial systems and financial records (SCC currently use Oracle)
* To provide administrative support to business functions within your locality
* To be an expert in recording on Social Care Case Management System
* Identify financial and business inaccuracies and ensure they are reported to the Business and Financial Officer and resolved satisfactorily
* To be compliant with current policy for financial documentation
* To assist in the implementation of changes to improve working practices, introducing new processes and monitoring their effectiveness within their own team.
* To ensure Case Files are managed in accordance with corporate guidelines and national retention periods. (Digital and Paper)
* To work in a mobile and flexible way promoting SCC policies

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. ILM 3 – Business Management (desirable)
2. Financial process experience
3. Administration experience

**Values and personal qualities**

1. A passion for improving the lives of people who access our services
2. Resilient under pressure and ability to remain positive when challenged
3. To actively embrace change
4. Commitment to the safeguarding and wellbeing of service users
5. The role will demonstrate Council’s WE ASPIRE values
6. A Team Player who is self-sufficient and proactive with the ability to motivate self and others whilst demonstrating a flexible approach
7. The ability to research and problem solve
8. The ability to work on own initiative and able to make decisions with minimal reference to line manager
9. To demonstrate a positive attitude, commitment and enthusiasm

**Specialist knowledge skills and experience**

1. Experience of working with financial regulations, processes and systems
2. Experience of working with business processes
3. Experience of being part of change management for better outcomes
4. Experience of working on specific financial procedures relating to care purchasing and other budgets.
5. Experience of processing payments to Care Providers including the reconciliation of these to a Case Management System, resolving of queries and ensuring that agreed deadlines are met
6. Ability to plan and prioritise work over short medium and long term for self
7. Ability to contribute to projects providing specialist input to ensure objectives are met
8. Demonstrate an understanding of confidentiality and data protection requirements in the workplace
9. The ability to manage staff through periods of change and uncertainty
10. Excellent verbal and written communications
11. Excellent Microsoft package experience
12. Excellent IT skills - excel, Oracle and P2P
13. Good commercial approach to business, savings and finances

**Additional requirements**

1. May be required to travel across the county to attend meetings.
2. You may be required to work at different offices within the Locality and occasionally in other parts of the county.

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** |

We encourage using technology, but you must travel for this role. You need a valid driver's license and transportation or meet mobility requirements. If you have a disability, talk to the contact below. They can help you with reasonable adjustments for this role.

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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.