**Job and Person Profile (JPP)**

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| **Job details** |
| **Job title** | ASC Debt Officer |
| **Job Reference** | 20205 |
| **Grade and Salary** | 4 - £28,598 per annum (pro rata for part time)This role includes performance related pay progression |
| **Service and Team** | Corporate Services, Finance |
| **Location** | Endeavour House, 8 Russell Road, Ipswich IP1 2BX - Hybrid Working |
| **Hours per week** | 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** |

* To undertake financial activities in relation to the collection of debt for Adult Social Care (ASC) in a timely manner, ensuring compliance with relevant financial processes and regulations and that best practice is adhered to.
* To provide guidance to the finance service, budget managers and business support teams on systems and processes associated with Adult Social Care debt collection.

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| **About the team**  |

Provides a billing service for ASC. We are a friendly, supportive and enthusiastic team who are committed to a high standard of customer care and service delivery.

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

1. To undertake a range of financial processes accurately and in a timely and effective manner to ensure deadlines are met and debt collection is maximised. Tasks include:
* implementing the councils’ debt recovery policies in relation to Adult Care debt:
* ensuring recurring invoices are raised in accordance with the agreed timetable;
* answer queries and resolve issues regarding charges and outstanding debts;
* communicating with vulnerable customers/relatives of recently deceased customers or their personal representative, explaining detailed invoices and calculations and financial matters to non-practitioners and securing payment.
* formulating and processing of weekly direct debit file in Fusion and PTX.
* manipulating & interpreting data from ContrOCC and LAS so that customer’s accounts are updated accurately in Fusion.
* finalising complex customer accounts on completion of house sales and finalising of estates, including the calculation of interest on accrued debts.
* Recalculating debts when financial reassessments are undertaken which can affect long standing debts.
1. To ensure data integrity is maintained in all financial records.
2. To support your line manager
3. The postholder will receive advice and guidance from more senior members of the team but is expected to monitor their own workload, undertake some prioritisation of tasks and be able to work independently on routine tasks and follow guidelines and procedures
4. They should be able to resolve routine complex queries and issues, only seeking advice from more senior members of the team as required
5. To work across other areas of Finance as the need arises where skills are transferable

**Day to day tasks may include:**

* Setting up new customers so that invoices can be issued.
* Importing billing files from ContrOCC. Investigating more complex invoices to ensure that they are issued correctly taking into account any credits due to the customer.
* Contacting customers that owe Suffolk County Council money for their care services.
* Providing telephone & email support to customers to assist with their understanding of their charges.

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. Level 3 or equivalent qualifications or equivalent knowledge and experience

**Values and personal qualities**

* Demonstrates a passion for making a positive difference for Suffolk.
* 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.
* A strong commitment to fairness and Equality, Diversity and Inclusion (EDI).
* Strives to continuously improve in everything they do, taking the initiative to learn and develop.
* Brings creativity into their work through innovation and openness to change.
* Collaborates well with others and offers assistance and support to colleagues.

**Specialist knowledge skills and experience**

**Essential**

1. Demonstrable experience of working in and supporting a finance team
2. Good understanding of relevant accounting practice
3. Knowledge and practical understanding of finance
4. Evidence of good verbal and written communication skills with people at a variety of levels, including the ability to resolve conflict effectively as appropriate
5. Ability to communicate financial information clearly to a non-technical audience (including elderly and vulnerable)
6. IT literate, particularly in excel and finance systems
7. Ability to manipulate and interpret data to generate financial information and maintain accurate records
8. Self-motivated and demonstrates a positive attitude, commitment and enthusiasm
9. Ability to resolve financial problems using analytical skills and lateral thinking, only seeking advice as required
10. Proven ability to plan and prioritise work to achieve deadlines
11. Ability to work with others as appropriate in objectively reviewing working practices and procedures in order to make improvements and efficiencies
12. Advisory and guidance skills to persuade others to adopt/or follow policies, procedures and processes
13. Actively embraces change
14. Ability to remain calm under pressure and meet deadlines

**Desirable**

1. Demonstrate accounting experience relevant for the post
2. Experience of working in a large & complex organisation
3. Good understanding of local government operations and relevant accounting practice
4. Proven ability to contribute to several tasks simultaneously within challenging timescales
5. Respond to changing customer expectations or legislative changes
6. Evidence of collaborative working to achieve agreed outcomes

**Additional requirements**

1. Ability to travel to other locations
2. Good knowledge of Health & Safety requirements
3. Ability and willingness to work flexible hours to deliver required outputs

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** |

* **Infrequent travel** - We encourage technology for communication. Sometimes you may need to travel. 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.