

# Kent County Council

## Job Description: *Payments Data Quality Officer*

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<b>Directorate:</b>	<b>Adult Social Care and Health</b>
<b>Unit/Section:</b>	<b>Business Delivery Unit</b>
<b>Grade:</b>	<b>KR8</b>
<b>Responsible to:</b>	<b>Payments Team Manager</b>

### **Purpose of the Job:**

Support the Adult Social Care Payments Team in managing, reconciling and making payments to providers of over £500m pa for care services provided.

Analyse suspended and unmatched payments on the KCC/ASCH client and provider invoice databases.

Liaise with providers/suppliers, people we support and their representatives to ensure the information we hold is accurate. Support provider payments to be made promptly.

Resolve unpaid invoice issues promptly within KCC regulations and guidelines ensuring KCC is not at risk to commercial irregularities and fraud

Improve data quality in the social care system and KCC's financial creditors reporting by ensuring action is taken to correct the source system.

Analyse and report to management teams on overdue Adults Social Care invoices and variance levels. Escalate significant variations and overdue payments to KCC management.

### **Main duties and responsibilities:**

1. Analyse suspended and unmatched payment reports and identify issues that have stopped payments from being processed
2. Proactively monitor reports and problem solve/resolve payment related issues promptly.
3. Highlight and escalate potential issues to the Payments Team Leader and/or Manager as soon as identified and propose options to resolve
4. Liaise with providers/suppliers, people we support and their representatives to ensure the system reflects the care provided and payments made
5. Support Payments Officers in the team with finance and payment queries
6. Liaise with teams across Adult Social Care and Health and provide managers with timely and accurate information on provider related issues.
7. Communicate with clients, or their representative, and confirm all relevant aspects of their care provision including discussing options for Direct Payments whenever appropriate to do so. Ensure records are up to date of all communication and action taken and that the appropriate teams are aware of any such discussions
8. Act as point of contact with providers for payment of individuals' care. Ensure that all appropriate information received as part of a referral is shared with the

provider and that service delivery orders are produced promptly. Ensure that all information is accurate and recorded.

9. Actively contribute to provider forums, teleconferences and meetings, and act as a representative of the Payments Team.

Footnote: This job description is provided to assist the job holder to know what his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

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## Person Specification: *Payments Data Quality Officer*

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The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	<b>CRITERIA</b>
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"><li>• Level 3 qualification or relevant experience</li><li>• GCSE Math's and English Grade A-C</li></ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"><li>• Experience working as part of a team</li><li>• Experience of working with providers, partners, and other agencies</li><li>• Experience of working within Social Care</li><li>• Experience of Microsoft Office applications such as Outlook, Excel and Word</li></ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"><li>• Database / spreadsheet creation, analysis and use, for reporting and monitoring purposes</li><li>• Ability to communicate effectively with people by telephone and in writing.</li><li>• Ability to manage difficult conversations</li><li>• Computer skills in a wide variety of Microsoft packages</li><li>• Ability to organise and prioritise own workload</li><li>• Ability to communicate with a range of people including providers, clients and their representatives.</li><li>• Interpersonal, organisational and administrative skills</li><li>• Ability to create, maintain and validate information in a range of formats.</li><li>• Ability to identify issues with providers and escalate them appropriately</li><li>• Ability and commitment to support the Directorate's Equality and Diversity Policy Statement which is an integral part of the Directorate's service delivery</li><li>• Awareness of your own and others health and safety</li><li>• Ability to apply knowledge to help resolve complex and sensitive issues and communicate these solutions effectively</li><li>• Ability to work flexibly and reacting in an emergency for business continuity, including cover for bank holidays, weekends, and evenings.</li></ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"><li>• Knowledge of Purchasing protocols</li><li>• Knowledge and understanding of Adults Social Care payment terms, procedures and contracts (including Care and Support in the Home, Day Care and variants in Individual contracts)</li><li>• Understanding of the needs of people we support, carers and their representatives.</li><li>• Awareness of integrated working with partner agencies</li></ul>

	<ul style="list-style-type: none"> <li>• An awareness of key policies, legislation and statutory guidance, and eligibility criteria relating to provision of support to the client group, including the Care Act.</li> <li>• Awareness and understanding of Safeguarding, Mental Capacity Act/DoLS and understanding of Court of Protection policies and processes.</li> <li>• Compliance with information governance, data protection, record retention and confidentiality issues</li> <li>• Understanding of legislation relating to Equal Opportunities and awareness of KCC equality and diversity policies, procedures and legislation</li> <li>• Staff will be expected to have an awareness of and work within national legislation and Corporate and Directorate policies and procedures relating to Health and Safety</li> </ul>
<p><b>KENT VALUES AND CULTURAL ATTRIBUTES</b></p>	<p><b>Kent Values:</b></p> <ul style="list-style-type: none"> <li>• We are <b>brave</b>. We do the right thing, we accept and offer challenge</li> <li>• We are <b>curious</b> to innovate and improve</li> <li>• We are <b>compassionate</b>, understanding and respectful to all</li> <li>• We are <b>strong together</b> by sharing knowledge</li> <li>• We are all <b>responsible</b> for the difference we make</li> </ul> <p>Our values enable us to build a culture that is:</p> <p><b>Flexible/agile</b> - willing to take (calculated) risks and want people that are flexible and agile</p> <p><b>Curious</b> - constantly learning and evolving</p> <p><b>Compassionate and Inclusive</b> - compassionate, understanding and respectful to all</p> <p><b>Working Together</b> - building and delivering for the best interests of Kent</p> <p><b>Empowering</b> - Our people take accountability for their decisions and actions</p> <p><b>Externally Focused</b> - Residents, families and communities at the heart of decision making</p>