

Kent County Council

Job Description: *Financial Affairs Senior Officer*

Directorate: Chief Executive's Department
Unit/Section: Finance Division / Financial Assessment & Income Unit
Grade: KR8
Responsible to: Financial Affairs Manager

Purpose of the Job:

Working in collaboration with colleagues in Operational Support Service (OSS) within Adult Social Care you will screen and review referrals for those people who require assistance with the management of their finances to ascertain the most efficient route to progress them. You will play a vital role in providing high quality advice to Adult Social Care in relation to the appointment of a panel deputy through the Court of Protection or KCC to manage the finances of those we support. You will have oversight of the referral process to the third party and be responsible for monitoring the progression of the cases.

Main duties and responsibilities:

1. Work in collaboration with OSS to screen and allocate referrals to the third party ensuring relevant people are informed of the process and ongoing progress. Ensure the third party is given thorough and accurate information to progress applications at the earliest opportunity.
2. Liaise with OSS on complex cases to determine most appropriate route for referral.
3. Develop and implement good financial practice and control, through joint and partnership working and sharing information, including developing the referral and monitoring process.
4. Meet regularly with the third party regarding the submission of applications providing progress reports to Senior Management within the authority.
5. Complete regular reports and performance monitoring detailing the impact of the introduction of the third-party involvement with these cases.
6. Ensure all decisions made on behalf of people are made in their best interests. Keep accurate records of decisions and undertake regular reconciliation detailing the people referred to the third party.
7. Continually review, update and document processes, procedures and correspondence templates. Actively keep up to date with relevant legislation and policy with a view to being able to provide expert advice on relevant matters to colleagues.

8. Ensure that systems and processes are established which maximise the income received by the Council in relation to the people who require assistance with the management of their finances.
9. Any other duties and responsibilities within the range of the salary grade.

Footnote: This job description is provided to assist the job holder to know what their 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: *Financial Affairs Senior Officer*

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.

	CRITERIA
Qualifications	<ul style="list-style-type: none">• Educated to A level / NVQ 3 or equivalent and / or proven ability to deliver the requirements of the post.
Experience	<ul style="list-style-type: none">• Experience of working within an administrative environment and/or front facing customer service.• Experience of working in a role providing financial advice and guidance to vulnerable people.• Experience in a financial environment e.g. Banking, Financial Reconciliations, Credit Control or Performance Monitoring using a range of financial systems.
Skills and Abilities	<ul style="list-style-type: none">• Excellent analytical, accuracy, numeracy, and calculation skills.• Excellent Customer Service skills and confident telephone manner.• Ability to maintain confidentiality at all times.• Ability to take a methodical and analytical approach.• Excellent IT skills in Microsoft Office.• Good organisational skills and time management skills.• Positive individual who is able to work independently and collaboratively with immediate and wider teams• Ability to deliver in a target led environment, prioritise and work to deadlines.• Ability to converse professionally with individuals at all levels of seniority and from different disciplines.• Able to effectively manage customer enquiries, adapting

	<p>communication style as required.</p> <ul style="list-style-type: none"> • Excellent negotiation and dispute resolution skills. • Ability to analyse and interpret complex data, provide clear and accurate advice to customers regarding their individual situation. • Ability to explain financial terms and complex issues in a clear and concise manner to both service users and staff. • Ability to establish rapport with people and their representatives with tact and diplomacy, using excellent communication and listening skills and sensitive approach. • Ability to travel across a wide geographical area in a timely and flexible manner, in accordance with the needs of the service.
Knowledge	<ul style="list-style-type: none"> • Awareness of the General Data Protection Regulation (GDPR) and information handling and sharing. • Knowledge of the welfare benefits system. • Knowledge of the charging arrangements for those clients known to Adult Social Care • Knowledge of safeguarding the financial affairs of vulnerable people • Excellent understanding of the requirements of a Deputyship and Appointeeship arrangement.
KENT VALUES AND CULTURAL ATTRIBUTES	<p>Kent Values:</p> <ul style="list-style-type: none"> • We are brave. We do the right thing, we accept and offer challenge • We are curious to innovate and improve • We are compassionate, understanding and respectful to all • We are strong together by sharing knowledge • We are all responsible for the difference we make <p>Our values enable us to build a culture that is:</p> <p>Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile</p> <p>Curious - constantly learning and evolving</p>

	<p>Compassionate and Inclusive - compassionate, understanding and respectful to all</p> <p>Working Together - building and delivering for the best interests of Kent</p> <p>Empowering - Our people take accountability for their decisions and actions</p> <p>Externally Focused - Residents, families and communities at the heart of decision making</p>
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