

Kent County Council

Job Description: Financial Affairs Officer

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

Purpose of the Job:

Working within a team responsible for the management of the financial affairs of vulnerable adults who are receiving care services within Kent. You will play a vital role in providing high-quality advice to include paying bills, making benefit claims, managing bank accounts, liaising with utility providers and everything else you might expect to do with your own day-to-day finances.

Main duties and responsibilities:

1. Provide the front-facing role for all people approaching the Financial Assessment & Income Unit, dealing with high volumes of contact with the public promptly and sensitively using a customer focused approach.
2. Submit accurate applications to external agencies i.e. the Department for Work and Pensions for Appointeeship and to the Court of Protection for Deputyship.
3. Identify which benefits people are entitled to and make claims appropriately.
4. Prepare and implement financial plans regarding expenditure and income, including comprehensive budgets to ensure finances are managed effectively and in accordance with the authority's requirements.
5. Complete annual reports for the Office of the Public Guardian on the person's financial position.
6. Undertake the Councils statutory duties in relation to safeguarding vulnerable adults and their finances, liaising with social care providers, legal and financial representatives.
7. Be accountable for and regularly review the financial status of people including any changes to their circumstances and the financial impact of this ensuring that bank reconciliations are completed, and any anomalies are resolved within agreed timeframes.
8. 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 Officer

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

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

	CRITERIA
QUALIFICATIONS	<ul style="list-style-type: none">• Educated to minimum GCSE level 4 in English and Mathematics or equivalent
EXPERIENCE	<ul style="list-style-type: none">• Experience of working within an administrative environment and/or front-facing customer service.
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.• Ability to understand the requirements of accurate receipting.• Excellent IT skills in Microsoft Office.• Good organisational skills and time management skills.• Positive individual who engages well with colleagues and fosters excellent team spirit.• 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 communication style as required.
KNOWLEDGE	<ul style="list-style-type: none">• Awareness of the General Data Protection Regulation (GDPR) and information handling and sharing.• Knowledge of welfare benefits system.• Knowledge of safeguarding the financial affairs of vulnerable people.
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> <ul style="list-style-type: none">• Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile• Curious - constantly learning and evolving

	<ul style="list-style-type: none">• Compassionate and Inclusive - compassionate, understanding and respectful to all• Working Together - building and delivering for the best interests of Kent• Empowering - Our people take accountability for their decisions and actions• Externally Focused - Residents, families and communities at the heart of decision making
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