

Kent County Council

Job Description: Administration Officer - *Resource Management and Accountability Assistant*

Directorate:	Adult Social Care and Health
Unit/Section:	Older Persons and Physical Disability
Grade:	KR5
Responsible to:	Resource Management and Accountability Manager

Purpose of the Job:

Contribute to the aims of the Resource Management and Accountability (RMA) Function in overseeing and accounting for all non-staffing related expenditure relating to the Older Persons and Physical Disability division of Adult Social Care. Act as initial contact point for the RMA function, and assist in the work undertaken by RMA Officers in protecting individual client finances, where required, and holding the case responsibility for all deceased clients who have an outstanding debt to the Council.

Provide administrative support to help ensure that high cost care packages yield best value, and the process of determining how new and amended care packages and placements may be refined to minimise unnecessary expenditure if appropriate. Support accurate forecasting through providing the administrative support necessary to resolve queries related to unbilled provisions and charges, carer support payments, overpayment recovery and the accuracy of information input to the directorate's Adult Social Care system.

Main duties and responsibilities:

1. Promptly and accurately provide administrative support in the co-ordination and completion of timely Collaborative Planning activity forecasts for non-staffing expenditure, ensuring consistency and accuracy in the information provided. Contribute to identifying and resolving delays in provision approval and input.
2. Act as the RMA's first point of contact for "Finance Only" cases, and work with the Client Financial Services team to manage queries and close cases promptly. Assist with all administrative work required to protect Service User finances (including Client Financial Affairs, Protection of Property and Court of Protection applications); minimise delays in applying charges for care where an assessed charge is applicable; provide support in the management and resolution of complex debt cases; and help resolve queries relating to invoicing and unbilled provisions.
3. Update, modify and retrieve data on multiple systems, preparing reports, cross checking data to ensure accuracy. Develop new systems to meet information needs to provide accurate and reliable information. Assist in preparing information that identifies how costs can be reduced and income maximised.

4. Assist in monitoring compliance with identified practice changes implemented as a response to current spend and activity levels, and assist in the reporting of the success and impact of changes undertaken.
5. Act as a first point of contact for the RMA function, direct and answer queries as appropriate. Ensure effective communication with a wide range of people including external providers, service users and their representatives.
6. Develop, maintain and monitor all office systems within the team. Ensure that systems are adapted to improve effectiveness. Work in line with the County's Record Retention Policy, data protection and freedom of information protocols. Maintain accurate records of the activity you have undertaken.
7. Arrange and coordinate appointments and a variety of meetings, dispatching the relevant documents and taking minutes where required.
8. Recognise discrepancies in the system and be proactive in correcting or referring these to relevant teams for correction. Run appropriate reports, and identify anomalies within system reporting.
9. Take a proactive approach in supporting and encouraging the team in environmental friendly working as part of the County Council's Green Agenda, e.g. double-sided photocopying, switching off consoles and lights etc. Take ownership of tasks using initiative to overcome. Ensure you follow things through, chase up answers and escalate matters as appropriate.
10. Undertake a range of investigative tasks and queries relating to the aims of the Resource Management and Accountability function – for example supporting RMA Officers in providing synopses of case histories to aid decision making - and provide additional cover support to the Purchasing teams as resources and workloads dictate.

Footnote: This job description is provided to assist the job holder know what the 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: Administration Officer - Resource Management and Accountability Assistant

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 GCSE level or equivalent (GCSE Math's & English grades A-C)• NVQ2 in Administration or equivalent or relevant experience
EXPERIENCE	<ul style="list-style-type: none">• Experience in an Administrative setting.• Experience of communication by telephone and in writing •• Experience in a Social Care environment.
SKILLS AND ABILITIES	<ul style="list-style-type: none">• Literacy and numeracy skills• Computer literacy - ability to produce a range of documents and reports, including non-standard reports, using Windows WP package, Excel spreadsheet and bespoke databases.• Ability to communicate with a range of people including providers, vulnerable adults and their representatives.• Interpersonal, organisational and administrative skills• Ability to develop and maintain effective computerised and manual filing systems• Ability to organise and prioritise workload to achieve deadlines• Ability to investigate complex queries and anomalies when required• Ability to take accurate notes and minutes of meetings• Ability to take a proactive approach to tracking action points from meetings and correspondence, in liaison with the managers concerned• Co-ordination skills when arranging meetings and appointments and arranging service user care when required• Ability to monitor and process accurate records• Ability to travel across a wide geographical area in a timely and flexible manner at various times of the day if required, using car, public transport, car-sharing etc.• Commitment to equalities and the promotion of diversity in all aspects of working• Ability to work flexibly and reacting in an emergency for business continuity, including cover for bank holidays, weekends and evenings.

KNOWLEDGE	<ul style="list-style-type: none"> • Knowledge of older people and/or Social Care • Understanding of the needs of vulnerable adults and their relatives. • Understanding of Data Protection Act and confidentiality issues. • Knowledge of a range of IT systems. • Knowledge of computerised and manual filing systems • 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 • Understanding of business continuity.
BEHAVIOURS AND KENT VALUES	Kent Values: <ul style="list-style-type: none"> • Open • Invite contribution and challenge • Accountable