

Kent County Council

Job Description: Financial Assessment Support Officer

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

Purpose of the Job:

Working within a team responsible for the financial assessments for those people receiving a chargeable service you will play a vital role in providing high quality advice and accurate information. As the first point of contact in relation to the completion of a financial assessment you will be responsible for quickly building rapport with people we support whilst assisting with a wide range of in-depth queries in a professional, diplomatic and supportive manner.

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. Review all referrals for a financial assessment and book relevant appointments within the timeframe stipulated.
3. Obtain information from other public agencies to support the accurate calculation of financial assessments.
4. Process, maintain and monitor financial records. Ensure accuracy and timely progression with every case that you come into contact with.
5. Provide advice and guidance within the timescales stipulated to both internal and external customers.
6. Lead for the resolution of complex invoicing issues arising from Adult Social Care charging.
7. Undertake the Council's statutory duties in relation to safeguarding vulnerable adults and their finances.
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 Assessment Support 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 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.
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 • 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