

Kent County Council

Job Description: *Provider Compliance Officer*

Directorate:	Adult Social Care and Health
Unit/Section:	Adults Commissioning Team
Grade:	KSE
Responsible to:	Senior Commissioning Manager

Purpose of the Job:

The postholder will be responsible for the professional delivery of activities to support council's objective of ensuring invoice compliance and value for money.

They will ensure continuous improvement in processes related to provider invoicing and payment working closely with the Senior Commissioning Manager and Counter Fraud team.

Main duties and responsibilities:

- Support and deliver audits of Provider Invoicing Compliance in accordance with the approved Audit Plan or upon direction of the Senior Commissioning Manager. This will involve close liaison with relevant KCC staff, line managers and other relevant stakeholders.
- Undertake fieldwork within agreed timescales and quality assurance standards.
- Analyse data, including highly sensitive and/or confidential information, as part of the evaluation of audit evidence to be able to provide an audit assurance on the subject matter.
- With the Line Manager, attend audit clearance meetings with Senior Commissioning staff for audits.
- Produce first draft audit reports for review by Senior Commissioners.
- Ensure operational and commercial processes are aligned in order to drive best value and maximise opportunities to improve outcomes and drive efficiency.

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: *Provider Compliance 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	Educated to NVQ level 3 or equivalent in business or management
EXPERIENCE	- Experience working in a professional environment - Experience of working in a finance or project environment - Experience of meeting multiple deadlines and managing own work. - Experience of interpreting, understanding and complying with guidance. - Experience of undertaking provider audits under the direction of senior team members, or other comparable work experience. - Experience of using Microsoft Office tools. - Able to manage multiple work streams, prioritise effectively and work under pressure to meet deadlines
SKILLS AND ABILITIES	- Able to perform tasks professionally and with innovation - being adaptable in their approach. - Flexible approach to work with excellent prioritisation skills and the ability to meet fixed, non-negotiable deadlines and still maintain high-quality standards. - Good interpersonal and communication skills, both orally and in writing. - The necessary tact and sensitivity to negotiate with and work with KCC officers, and the ability to persuade others to take an appropriate course of action. - Ability to analyse data and draw reasonable conclusions. - Ability to deal effectively and respectfully with confrontation or disagreement. - Ability to maintain confidentiality. - Commitment to equality and inclusion and the promotion of diversity in all aspects of working. - Excellent administration skills, including numeracy, data analysis, typing, and a confident telephone/video call manner - Supervisory skills - Able to balance constantly changing priorities - Proactive approach - Able to work on own initiative - Good organisational skills - Ability to maintain confidentiality

	• Able to provide effective training to help introduce and support procedures for processing information
KNOWLEDGE	• Clear and effective communication skills both oral and verbal • A good understanding of KCC council policies, financial controls and procedures • Good standard of IT literacy including MS Office (Word, Excel, Outlook and PowerPoint) with excellent Excel and data skills • Knowledge of financial procedures and monitoring protocols • Knowledge of project management • Knowledge of office systems e.g. filing and financial systems • Knowledge of services provided by KCC and Commissioning • Awareness of policy and procedure relating to Commissioning
KENT VALUES AND CULTURAL ATTRIBUTES	Kent Values: • 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 Our values enable us to build a culture that is: 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