

# Kent County Council

## Job Description: Billing and Control Team Manager

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<b>Directorate:</b>	<b>Chief Executive's Department</b>
<b>Unit/Section:</b>	<b>Finance Division / Financial Assessment &amp; Income Unit</b>
<b>Grade:</b>	<b>KR11</b>
<b>Responsible to:</b>	<b>Customer Relationship Manager</b>

### **Purpose of the Job:**

To support the Customer Relationship Manager to provide a billing and control service on behalf of the Council, in accordance with statutory requirements, best practice and the Council's policies and procedures. You will assist in the management and development of the team to ensure an excellent customer service is delivered, along with providing expert advice.

You will contribute to ensuring that all IT solutions accessed across Financial Assessment & Income are administered and developed in a way which delivers maximum benefit for the authority, as well as develop, implement, and maintain effective processes to enable the proper monitoring and control of the services delivered. You will work collaboratively with the Manager, internal and external stakeholders to ensure consistency of approach in delivery.

You will direct and manage the overall workload of the Billing and Control Team. You will be responsible for the provision of a first-class customer service to colleagues within the Council and external customers of the Authority.

### **Main duties and responsibilities:**

1. Direct and lead on all matters associated with the delivery of a high quality, efficient and customer orientated service.
2. To provide a comprehensive Client Billing Service and contribute to the associated development of systems to ensure optimum efficient use of IT systems on behalf of the Council, in accordance with statutory requirements, best practice and the Council's policies and procedures.
3. Fully contribute to and understand the Council's policies and national legislation associated with the systems of supporting people known to Adult Social Care, contributing to ensuring operational procedures are in place and that problems are logged and resolved by escalation and the involvement of suppliers where appropriate.
4. Use professional knowledge to develop, improve and implement creative ideas and solutions to move the function forward, continually improving the service it delivers whilst understanding the wider impact of those changes.
5. Provide support and high-level expert advice, ensuring that any gaps in the knowledge of individuals are quickly identified and rectified to deliver an excellent quality service to our customers.
6. Build and maintain key stakeholder relationships, ensuring excellent customer service and the use of appropriate communication methods.
7. Using technology available, create and implement processes that deliver, monitor, and enhance targets associated with the delivery of service. Contribute to identifying where systems can deliver financial efficiencies for the authority. Ensure that the

integrity and security of data and records are maintained at a high level; and are fully compliant with legislation, policy and General Data Protection Requirements.

8. Maintain and develop knowledge of relevant legislation and policy changes, cascading information to staff as appropriate.
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 his/her 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: Billing and Control Team Manager

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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.

<b>CRITERIA</b>	
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"><li>• Educated to A level / NVQ 5 or equivalent and / or proven ability to deliver the requirements of the post.</li><li>• Achieved Kent Manager qualification or equivalent and/or considerable relevant management experience.</li><li>• Diploma level 5 or equivalent qualification and/or experience.</li></ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"><li>• Experience of managing resources in a target led environment.</li><li>• Experience of working within a performance and monitoring environment</li><li>• Experience of working in a role providing financial advice and guidance to vulnerable people.</li><li>• Experience in a financial environment e.g. Banking, Financial Reconciliations, Credit Control or Performance Monitoring.</li><li>• Experience of working in a customer focused system development or system analytics setting</li><li>• Experience of working in a customer focused setting such as Welfare Benefits, Citizen's Advice, Office of the Public Guardianship, Local Government Social Care Ombudsman, within the banking industry / credit control.</li><li>• Previous experience of managing a varied workload including responsibility for individual projects.</li><li>• Experience of leading for the implementation and progression of IT solutions.</li></ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"><li>• Excellent IT skills in Microsoft Office.</li><li>• Positive individual who engages well with colleagues and fosters excellent team spirit.</li><li>• Ability to deliver in a target led environment, prioritise and work to deadlines.</li><li>• Understand and apply relevant policy and legislation.</li><li>• Ability to work professionally in conjunction with other public bodies e.g., Local Government of Social Care Ombudsman, independent financial advice and Department for Work and Pensions (DWP).</li><li>• Demonstrate personal resilience when working in an environment of pressure and constant change.</li><li>• Ability to sensitively manage challenging situations and difficult conversations.</li><li>• Ability to prioritise, be flexible and arrange workloads to meet targets, and respond effectively to fast paced transformation</li><li>• Ability to supervise, support and provide direction to team members</li><li>• Ability to challenge current ways of working through negotiation and recommendation.</li></ul>

	<ul style="list-style-type: none"> <li>• Ability to analyse and interpret complex data, provide clear and accurate advice to customers regarding their individual situation.</li> <li>• Ability to create and manipulate information to present data in a variety of formats.</li> <li>• Ability to explain financial terms and complex issues in a clear and concise manner to both service users and staff.</li> <li>• Ability to establish rapport with people and their representatives with tact and diplomacy, using excellent communication and listening skills and sensitive approach.</li> <li>• Be able to support and mentor team members to include their full induction and training enabling competency.</li> <li>• Strong organisational and time management skills with the ability to work under pressure, being self-motivated and able to use own initiative under minimal supervision.</li> <li>• Ability to travel across a wide geographical area in a timely and flexible manner, in accordance with the needs of the service.</li> <li>• Ability to work as part of a diverse management team</li> </ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• Detailed understanding of the organisation's objectives and wider political issues.</li> <li>• Detailed knowledge and understanding of the General Data Protection Regulation (GDPR).</li> <li>• Detailed understanding of current legislation i.e., Care and Support Statutory Guidance (CASS) impacting on Adult Social Care and an appreciation as to how this impacts across the Authority.</li> <li>• Good knowledge of the staff management procedures</li> </ul>
<b>KENT VALUES AND CULTURAL ATTRIBUTES</b>	<p><b>Kent Values:</b></p> <ul style="list-style-type: none"> <li>• We are brave. We do the right thing, we accept and offer challenge</li> <li>• We are curious to innovate and improve</li> <li>• We are compassionate, understanding and respectful to all</li> <li>• We are strong together by sharing knowledge</li> <li>• We are all responsible for the difference we make</li> </ul> <p>Our values enable us to build a culture that is:</p> <ul style="list-style-type: none"> <li>• Flexible/agile – Willing to take (calculated) risks and want people that are flexible and agile</li> <li>• Curious – Constantly learning and evolving</li> <li>• Compassionate and inclusive – Compassionate, understanding and respectful to all</li> <li>• Working Together – Building and delivering for the best interests of Kent</li> <li>• Empowering – Our people take accountability for their decisions and actions</li> <li>• External Focused – Residents, families and communities at the heart of decision making</li> </ul>