

Kent County Council

Job Description: *Performance & Analyst Officer*

Directorate: Chief Executive's Department
Unit/Section: Finance Division / Financial Assessment & Income Unit
Location: Maidstone or Broadstairs
Grade: KSG
Responsible to: Billing & Control Team Manager

Purpose of the Job:

The Billing & Control Team within the Financial Assessment & Income Unit support the administration of Social Care systems, to provide technical support and advice to both external and internal customers. The team are responsible for the oversight of all invoices generated on behalf of the Authority. You will be supporting the Team Manager in the efficient and effective management of a team of Officers to include the provision of key statistical management information that will inform policy and process. You will understand the policies and legislation in relation to the services delivered by the Assessment & Income Unit and lead for the analysis of all data.

Main duties and responsibilities:

1. Provide the front-facing role for all people approaching the Financial Assessment & Income Unit. Lead, support and advise on the content contained within the customers invoice which is based on system generated inclusions.
2. Lead and support the team in the induction and training of new team members. The outcome must be that new team members are able to perform effectively in their role. Provide accurate guidance and advice to officers ensuring that they work within the required procedures, and legislation.
3. Lead the team to continually review, update and document team processes, procedures and correspondence templates. Actively keep up to date with relevant legislation and policy with a view to being able to provide expert advice on relevant matters to team members and other colleagues.
4. Lead on all raising of invoice issues using your knowledge of relevant policy and legislation.
5. Be responsible for producing statistical information to inform decision making in Senior Management. Work with colleagues to develop and build robust reports to be used to aid performance management.
6. Harness appropriate use of technological advances to support improvements to processes and outcomes to include the design, build and maintain dashboards and reporting tools that provide key management data.

7. Lead for key processes undertaken within the Billing & Control Team where the Officers require support.
8. Use performance management information, complex data analysis and interpretation to promote quality practice and service delivery to ensure continuous improvement.
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 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: *Performance & Analyst 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	<ul style="list-style-type: none"> • Educated to A level / NVQ 4 or equivalent and / or proven ability to deliver the requirements of the post.
Experience	<ul style="list-style-type: none"> • Experience of working within an administrative environment and/or front facing customer service. • Experience of working within a performance and monitoring environment • Experience of working in a role providing financial advice and guidance to vulnerable people. • Experience in a financial environment e.g. Banking, Financial Reconciliations, Credit Control or Performance Monitoring. • Experience of working in a customer focused system development or system analytics setting. • 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. • Previous experience of working within a finance function, using a range of financial systems.
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. • Excellent IT skills in Microsoft Office. • 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.

	<ul style="list-style-type: none"> • Able to effectively manage customer enquiries, adapting communication style as required. • Ability to analyse and interpret complex data, provide clear and accurate advice to customers regarding their individual situation. • Ability to create and manipulate information to present data in a variety of formats. • Ability to explain financial terms and complex issues in a clear and concise manner to both service users and staff. • Ability to establish rapport with people and their representatives with tact and diplomacy, using excellent communication and listening skills and sensitive approach. • Be able to support and mentor team members to include their full induction and training enabling competency. • 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. • Ability to travel across a wide geographical area in a timely and flexible manner, in accordance with the needs of the service. • Skilled in producing quality documentation including reports and ensuring they are suitable for a range of audiences
<p>Knowledge</p>	<ul style="list-style-type: none"> • Awareness of the General Data Protection Regulation (GDPR) and information handling and sharing. • Awareness of the authority's debt recovery policy. • Awareness of Kent County Council and the role of Adult Social Care within Local Government.
<p>Kent Values and Cultural Attributes</p>	<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

	<ul style="list-style-type: none">• 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
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