

<b>Directorate:</b>	Strategic and Corporate Services
<b>Unit/Section:</b>	Finance, Client Financial Services
<b>Grade:</b>	KR11
<b>Responsible to:</b>	Client Financial Services Manager

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

Client Financial Services implement policies and legislation associated with the financial requirements of supporting clients known to Adult Social Care and Health. This role plays a key part in the provision of high-quality administrative financial support to customers, many of whom are vulnerable and have complex needs.

Client Financial Services consists of eight teams. This post will require you to manage either an Assessment Team, Business Support Team or Financial Affairs Team. A Client Financial Services Team Manager 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:**

- Manage, direct and lead on all matters associated with the delivery of a high quality, efficient and client orientated service whose primary purpose is to maximise income on behalf of Adult Social Care.
- Collaborate, plan and develop the resources necessary to deliver the services of the Client Financial Services Function. Provide supervision and direction to ensure all personnel are focussed and motivated to meet service standards and targets.
- Fully contribute to and understand policies and legislation associated with the financial requirements of supporting clients known to Adult Social Care. Provide expert advice on very complex matters relating to the financial welfare of clients known to this Directorate.
- Ensure all processes associated with Client Financial Services are administered and developed to deliver maximum benefit for the authority to meet its statutory requirements. 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.
- 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. Provide recommendations to senior personal in relation to issues such as trust arrangements, deprivation of assets, deputyship orders etc. Interview the client /representative/family members where necessary to ensure that the interests of the Authority and client are represented appropriately.
- Build and maintain key stakeholder relationships, ensuring excellent customer service and the use of appropriate communication methods.
- Through the use of available technology build and implement processes that deliver, monitor and enhance targets associated with income generation, based on customer requirements and best practice. Undertake detailed analysis and investigation providing the necessary background information and documentation. Ensure that the integrity and security of data and

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

- Maintain and develop knowledge of relevant legislation and policy changes, cascading information to staff as appropriate.

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.

# Kent County Council

## Person Specification: *Client Financial Services 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 short-listed.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"><li>• Educated to GCSE Level 4 in English and Mathematics.</li><li>• Educated to A-level or NVQ Level 3 in Business Administration or another relevant subject.</li><li>• Hold or be willing to complete an Accounting / Management Qualification.</li><li>• Kent Manager (internal applicants only)</li></ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"><li>• Experience of delivering service excellence to customers, with the ability to provide information and advice in a sensitive and understanding manner.</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 setting such as Welfare Benefits, Citizen's Advice, Office of the Public Guardianship or Local Authority.</li><li>• Experience in mentoring, supporting colleagues and championing new initiatives.</li><li>• Evidence of delivering various aspects of the functions within Client Financial Services ensuring the safeguarding of a client's finances.</li><li>• Evidence of a successful track record of managing staff and providing leadership. Must include the management of a varied workload and individual projects and service improvements.</li></ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"><li>• A positive individual who engages well with colleagues and fosters excellent team spirit.</li><li>• Able to travel to different work locations when required. Willing and available to work flexibly across the opening hours of the service according to changing demand.</li><li>• Work on own initiative and as part of a team. Provide support and guidance, share experiences with colleagues.</li><li>• Ability to deliver in a target led environment.</li><li>• Understand and apply relevant policy and legislation.</li><li>• Demonstrate personal resilience when working in an environment of pressure and constant change.</li><li>• Able to effectively manage customer enquiries, adapting communication style as required.</li></ul>

	<ul style="list-style-type: none"> <li>• Ability to sensitively manage challenging situations and difficult conversations.</li> <li>• Ability to build rapport and trust with a diverse range of customers and stakeholders in a professional and responsive manner.</li> <li>• Ability to prioritise, be flexible and arrange workloads to meet targets, and respond effectively to fast paced transformation.</li> <li>• Ability to work professionally in conjunction with other public bodies e.g. office of the Public Guardianship (OPG) independent financial advice and Department for Work and Pensions (DWP).</li> <li>• Ability to analyse and interpret complex data, providing clear and accurate advice to customers regarding their individual situation.</li> <li>• Ability to champion and deliver individual and team service objectives in line with performance standards and targets.</li> <li>• Ability to effectively manage complaints, adapting communication style as required.</li> <li>• A proven ability to carry out detailed investigations.</li> <li>• Be able to deliver business critical activity as required.</li> <li>• Ability to supervise, support and provide direction to team members.</li> <li>• Analytical skills to interpret and present complex financial data and produce information for a wide audience.</li> <li>• Ability to deliver focussed based outcomes as a result of the interpretation of financial data.</li> <li>• Ability to represent the function in a professional capacity with internal and external stakeholders.</li> <li>• Excellent at coaching, championing and mentoring.</li> <li>• Ability to challenge current ways of working through negotiation and recommendation.</li> <li>• Ability to lead effectively and deliver fast paced transformation in a target led environment.</li> <li>• Inspire others and foster excellent team spirit, representing the Authority at all times.</li> <li>• Ability to manage resources and prioritise workloads to meet competing work demands, ensuring staff are developed and encouraged to fulfil their potential.</li> <li>• Self-discipline and leadership skills that inspire commitment and action for a chosen solution.</li> </ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• Awareness of Kent County Council and awareness of the role of Adult Social Care within Local Government.</li> <li>• Working knowledge of Microsoft Applications.</li> <li>• Detailed understanding of managing a client's finances.</li> <li>• Detailed knowledge and understanding of the General Data</li> </ul>

	<p>Protection Regulation (GDPR).</p> <ul style="list-style-type: none"> <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>• Detailed understanding of Kent County Council Debt Policy.</li> <li>• Detailed understanding of financial controls across Local Government.</li> <li>• Detailed understanding of the organisation's objectives and wider political issues.</li> </ul>
<b>KENT VALUES AND CULTURAL ATTRIBUTES</b>	<p><b>Kent Values:</b></p> <ul style="list-style-type: none"> <li>• We are <b>brave</b>. We do the right thing, we accept and offer challenge</li> <li>• We are <b>curious</b> to innovate and improve</li> <li>• We are <b>compassionate</b>, understanding and respectful to all</li> <li>• We are <b>strong together</b> by sharing knowledge</li> <li>• We are all <b>responsible</b> for the difference we make</li> </ul> <p>Our values enable us to build a culture that is:</p> <p><b>Flexible/agile</b> – Willing to take (calculated) risks and want people that are flexible and agile</p> <p><b>Curious</b> – Constantly learning and evolving</p> <p><b>Compassionate and inclusive</b> – Compassionate, understanding and respectful to all</p> <p><b>Working Together</b> – Building and delivering for the best interests of Kent</p> <p><b>Empowering</b> – Our people take accountability for their decisions and actions</p> <p><b>External Focused</b> – Residents, families and communities at the heart of decision making</p>