

Kent County Council

Job Description: *Mosaic Provider Portal Analyst*

Directorate: Adult Social Care and Health

Unit/Section: Business Delivery Unit

Grade: KR7

Responsible to: Payments Team Manager

Purpose of the Job:

To manage the day to day running of the team email box where you will be looking to resolve provider and system queries.

Support the Mosaic Provider Payments Team in managing, reconciling, and making payments to providers for any payments or reclaims over 3 months old.

Liaise with providers/suppliers, people we support and their representatives to ensure the information we hold is accurate.

Resolve unpaid invoice issues promptly within KCC regulations and guidelines ensuring KCC is not at risk to commercial irregularities and fraud.

Improve data quality in the social care system and KCC's financial creditors reporting by ensuring action is taken to correct the source system.

Providing accurate regular reporting for performance monitoring using the systems available to be shared with senior management and external parties.

Escalate significant issues regarding payment queries or data quality issue.

Main duties and responsibilities:

1. Analyse suspended and unmatched payment reports and identify issues that have stopped payments from being processed.
2. Proactively monitor reports and problem solve/resolve payment related issues promptly.
3. Highlight and escalate potential issues to the Payments Team Manager and/or Leader as soon as identified and propose options to resolve.
4. Liaise with providers/suppliers, people we support and their representatives to ensure the system reflects the care provided and payments made.
5. Support Payments Officers in the team with finance and payment queries.
6. Liaise with teams across Adult Social Care and Health and provide managers with timely and accurate information on provider related issues.
7. Communicate with clients, or their representative, and confirm all relevant aspects of their care provision including ensuring records are up to date of all

communication and action taken and that the appropriate teams are aware of any such discussions.

8. Act as point of contact with providers for payment of individuals' care. Ensure that all appropriate information received is accurate, recorded ensuring GDPR processes are followed.
9. Actively contribute to provider forums, teleconferences and meetings, and act as a representative of the MMP team.
10. Ensure providers emails are responded to or resolved in a timely and professional manner and any urgent emails are escalated to the relevant team/provider/individual.
11. Provide accurate and relevant reporting in a clear and concise format using system such as Mosaic Provider Portal, Power BI and Oracle ect.

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: *Mosaic Provider Portal Analyst*

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">GCSE Math's and English Grade A-C |
| EXPERIENCE | <ul style="list-style-type: none">Experience working as part of a team.Experience of working with providers, partners, and other agenciesExperience of working within Social CareExperience of working in a financial settingExperience of Microsoft Office applications such as Outlook, Excel, and Word |
| SKILLS AND ABILITIES | <ul style="list-style-type: none">Database / spreadsheet creation, analysis, and use, for reporting and monitoring purposesAbility to communicate effectively with people by telephone and in writing.Ability to manage difficult conversations.Computer skills in a wide variety of Microsoft packagesAbility to organise and prioritise own workload.Ability to communicate with a range of people including providers, clients, and their representatives.Interpersonal, organisational, and administrative skillsAbility to create, maintain and validate information in a range of formats.Ability to identify issues with providers and escalate them appropriately.Ability and commitment to support the Directorate's Equality and Diversity Policy Statement which is an integral part of the Directorate's service delivery.Awareness of your own and others health and safetyAbility to apply knowledge to help resolve complex and sensitive issues and communicate these solutions effectively. |
| KNOWLEDGE | <ul style="list-style-type: none">Knowledge of Purchasing protocolsKnowledge and understanding of Adults Social Care payment terms, procedures, and contracts (including Care and Support in the Home, Day Care, and variants in Individual contracts)Understanding of the needs of people we support, carers |

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| | <p>and their representatives.</p> <ul style="list-style-type: none"> • Awareness of integrated working with partner agencies • An awareness of key policies, legislation and statutory guidance, and eligibility criteria relating to provision of support to the client group, including the Care Act. • Awareness and understanding of Safeguarding, Mental Capacity Act/DOLs and understanding of Court of Protection policies and processes. • Compliance with information governance, data protection, record retention and confidentiality issues • Understanding of legislation relating to Equal Opportunities and awareness of KCC equality and diversity policies, procedures, and legislation • Staff will be expected to have an awareness of and work within national legislation and Corporate and Directorate policies and procedures relating to Health and Safety |
| 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> <p>Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile.</p> <p>Curious - constantly learning and evolving.</p> <p>Compassionate and Inclusive - compassionate, understanding and respectful to all</p> <p>Working Together - building and delivering for the best interests of Kent</p> <p>Empowering - Our people take accountability for their decisions and actions.</p> <p>Externally Focused - Residents, families and communities at the heart of decision making.</p> |