Kent County Council
Job Description: *Apprentice Client Financial Services Officer*

Directorate:	**Strategic and Corporate Services**
Unit/Section:	**Client Financial Services**
Grade:	**Apprentice**
Responsible to:	**Client Financial Services Manager (Financial Affairs Team)**

<u>Apprenticeship Training Details</u>

Name of Apprenticeship Standard:	**Business Administrator**
Level of Apprenticeship:	**Level 3**
Length of Study:	**18 months**

<u>Purpose of the Job:</u>

- The role of a Client Financial Services Officer is to deliver a high quality service within the Customer Relationship Team. Your actions will influence the customer experience and their satisfaction with our teams.

- You will provide an administrative support service to the Client Financial Services Team, assisting in the smooth running of the service and taking a proactive role in the day to day tasks required to support the team.

<u>Main duties and responsibilities:</u>

- Working in the team that provides the main contact for Client Financial Services, you will be expected to answer routine enquiries, assessing the nature of telephone calls, and referring matters to the appropriate person if unable to resolve.

- Update, modify and retrieve data on both manual and computerised systems, as specified, ensuring that work is completed within the appropriate deadlines and the highlighting of any discrepancies. Provide client file data as requested.

- On behalf of the Client Financial Services Team. Support the day to day clerical and administrative functions of the team, including the processing of all incoming and outgoing mail, received both via the post and mailbox.

- Process sensitive data i.e. the processing of death dates, change of address or change of Financial Agent into the relevant systems. You will be required to update the database accessed by Adult Social Care along with the Customer Related Management system used across the Client Financial Services Team.

- Be responsible for monitoring the receipt of documentary evidence within the team and reporting noncompliance to the Client Financial Services Team Manager.

- Investigate the invoices (Client Billing) that have not been posted immediately to the Client / Representative with a view to ensuring they are dispatched to the accountable person as quickly as possible. Review and dispatch multi-page invoices.

- Contribute towards the success of the Client Financial Services section by working towards personal and team targets, while maintaining an accurate efficient and consistent method of working.

- Undertake the apprenticeship training and attend any other relevant training when the opportunity arises to further develop employability skills.

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: *Apprentice Client Financial Services 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
EXPERIENCE	ICT skills including word and excel
SKILLS AND ABILITIES	Interpersonal skills – including listening and building rapport Communication skills – including verbal and non-verbal Organisational skills Dealing with customer conflict and challenge Team working Able to handle confidential information Flexible approach
KNOWLEDGE	Understand who our clients are Understand our organisation Awareness of importance of confidentiality Meeting regulations and legislation
BEHAVIOURS AND KENT VALUES	**Kent Values:** • Open • Invite Contribution and Challenge • Accountable