

Kent County Council

Job Description: *Client Financial Services Officer (KR6)*

Directorate:	Strategic and Corporate Services
Unit/Section:	Finance, Client Financial Services
Grade:	KR6
Responsible to:	Client Financial Services Team 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 may require you to work in either the Business Support Team, Customer Relationship Team, Debt Recovery Team or Financial Affairs Team.

A Client Financial Services Officer should provide a first-class customer service to colleagues within the Council and external customers of the Authority, handling customer enquires face to face, over the telephone, internet or email, giving information and resolving queries.

Main Duties and Responsibilities:

- Act as first point of contact for the team, handling customer enquiries effectively across a number of different services via telephone, email, written response and face to face meetings using highly developed communication and analytical skills. Signpost customers appropriately for further support as required e.g. Debt Management Advice, Department for Work and Pensions (DWP).
- Interpret diverse financial information and provide customers with up to date advice and accurate support to their enquiries, using data, systems and knowledge; e.g. benefits entitlement and invoice enquiries. Sensitively challenge information provided as required to establish a customer's welfare and financial circumstances.
- Accurately complete forms e.g. direct debit and benefits claims with, or on behalf of, customers.
- Pro-actively chase KentCare invoices, manage disputes, and monitor the collection of payments.
- Complete financial reconciliations.
- Deal sensitively and manage challenging situations with customers.
- Handle confidential and sensitive information in line with General Data Protection Regulation (GDPR) requirements.
- Contribute towards the success of the Client Financial Services function by working towards individual and team targets, while maintaining an accurate, efficient and consistent method of working.

- To undertake any other ad hoc responsibilities aligned with the overall purpose and grade of the role.

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: *Client Financial Services Officer (KR6)*

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 minimum GCSE level 4 in English and Mathematics.• NVQ Level 2 in Business Administration or willingness to work towards.
EXPERIENCE	<ul style="list-style-type: none">• Experience of working with basic financial tasks.• Experience of delivering service excellence to customers, with the ability to provide information and advice in a sensitive and understanding manner.
SKILLS AND ABILITIES	<ul style="list-style-type: none">• A positive individual who engages well with colleagues and fosters excellent team spirit.• 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.• Work on own initiative and as part of a team. Provide support and guidance, share experiences with colleagues.• Ability to deliver in a target led environment.• Demonstrate personal resilience when working in an environment of pressure and constant change.• Able to effectively manage customer enquiries, adapting communication style as required.• Ability to sensitively manage challenging situations and difficult conversations.• Ability to build rapport and trust with a diverse range of customers and stakeholders in a professional and responsive manner.• Ability to prioritise, be flexible and arrange workloads to meet targets, and respond effectively to face paced transformation.• Ability to work professionally in conjunction with other public bodies e.g. Office of the Public Guardian (OPG), independent financial advice and Department Work and Pensions (DWP).• Confidence to challenge existing ways of working and suggest ideas for improvement.

KNOWLEDGE	<ul style="list-style-type: none"> • Awareness of Kent County Council and awareness of the role of Adult Social Care within Local Government. • Working knowledge of Microsoft applications. • Detailed understanding of managing a client's finances. • Awareness of the General Data Protection Regulation (GDPR) and information handling and sharing. • Awareness of the welfare benefits. • Understanding of charges for care and support within Kent County Council.
BEHAVIOURS, 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>External Focused – Residents, families and communities at the heart of decision making</p>