

ROLE PROFILE

Job family	Business Support	Role profile number	BS07-2529	Grade G
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Job purpose: Carry out a range of administrative duties which will support the successful delivery of relevant services to internal and external customers.

The highest grade within the business support job family. Grade G posts focus on providing a range of advanced administrative tasks and providing information and guidance to both internal and external stakeholders within a general framework. These posts require a higher level of 'Knowledge & Skills' with a good understanding and experience of relevant processes, policies and systems acquired through both formal training and skills obtained in the workplace.

Factor	Relevant Job Information
Supervision and/or Management of People	No management of staff. No supervisory responsibility other than providing guidance and support to colleagues.
Indicative qualifications	HNC or NVQ level 4 in relevant profession, or equivalent experience/skills. Licence / certificate / qualification required for the role. ITQ 2 or equivalent ICT skills and abilities.
Knowledge and Skills	High level of relevant and practical experience acquired on the job. An advanced understanding of relevant procedures and working practices. Advanced knowledge of specialist function relevant to service area. Excellent ICT skills including use of Microsoft applications and specialist systems. Good knowledge of other areas of the authority relevant to the service. Good verbal and written communication skills. Accurate with attention to detail. Good organisational skills and the ability to prioritise workloads and achieve deadlines.
Creativity and Innovation	Work on own initiative to manage own activities. Creativity and problem solving is a feature of the job, exercised within general guidelines of the service area. Research and analysis of information to highlight and prioritise issues for further investigation. May research and resolve problems as part of a support team.
Contacts and Relationships	Provide advice and guidance where information is less well established and where situations may not be straightforward. Deal with people at all levels confidently, sensitively and diplomatically. Be first point of contact on a range of queries from internal / external customers, may be dealing with challenging situations where influence could be required. Contacts will include: Colleagues, customers, members of the public, and stakeholders.
Decisions – Discretion & Consequences	Work is carried out following the framework of accessible guidelines and processes. Decisions are made based on a range of established practices. The consequences of the decisions will have a material effect on the service. Issues are highlighted and solutions are recommended on processes and procedures specific to the role. Devise, create, maintain and manipulate data management systems. Analyse standard data and provide reports to customers, team members and managers with recommendations. Carry out research for projects from a range of sources as directed by the line manager or other team members.
Resources	Little or no responsibility for physical or financial resources.
Work Demands	Work subject to interruptions and at times may be competing demands of work priorities.
Work Environment	Office based, but may involve some travelling to other council buildings.
Our Identity	Our Identity sets out who we are and provides a shared understanding of how we are all expected to lead, work and act with each other, our partners and our residents to deliver our services and build stronger communities. They enable us to continually evolve and adapt to meet the changing needs of our residents and ensure that we continue to deliver great services and make a difference to the people of Wiltshire. All of us are expected to demonstrate the seven elements of Our Identity in how we work to shape and create the organisation we want to be part of. It should influence our decisions, activities, projects and ways of working
Health & Safety	All employees are required to carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to their line manager.

Equalities	Wiltshire council is committed to ensuring employees do not discriminate against colleagues, suppliers or third parties at work or harass or victimise others. Incidents of discrimination at work are taken seriously and employees are encouraged to report incidents via their manager or anonymously via the whistleblowing policy .
Authority to work in the UK	All employees must have the legal authority to work in the UK. Non-EU nationals must have the relevant approval to work in the UK from the UK Border Agency. Copies of all documents provided as proof of identity are retained for our records, by providing these proofs the council will treat this as consent.

The above profile is intended to describe the general nature and level of work performed by employees in this role and does not detail a list of all duties and responsibilities. The Council reserves the right to amend this role profile as necessary.

ROLE DESCRIPTION

Role description:	CPLI Assessment Officer	
Role profile family:	Business Support	
Role profile number and grade:	BS07-2529	Grade G
Number of posts:	4	
Service/Team:	Commissioning, Brokerage	
Reports to:	Brokerage Team Leader	

Job Family overview

Business Support job family overview:

Delivery of administration, information processing and business services to support the Council

- Processes regular transactions via established procedures
- Undertakes regularly occurring event based tasks and duties
- Delivery of ongoing processes and procedures including specialist areas
- Understands and responds to real time queries
- Provide routine and standard advice and guidance on the Councils processes and procedures

Service / Function Context

The overall responsibilities of the service/function are:

- The CPLI team are responsible for the processing of all CPLI's for Brokered and Commissioned packages of care and items requiring a CPLI to enable payment.
- The CPLI Team works closely with social care operational teams, Brokerage and Finance on a daily basis to ensure that when packages of care and placements are sourced the CPLI is produced in a timely manner to allow providers to be paid.

Job Purpose

Specific duties and responsibilities include:

The CPLI Officer is responsible for the efficient and effective completion of CPLI's as identified by the Brokerage team and on occasion operational colleagues. The post delivers best value for the council, working as part of a team and supporting colleagues.

The CPLI Officer will work closely with operational teams, commissioners, other colleagues and providers, to ensure that packages of care and placements are paid for in a timely manner, they will follow agreed processes and meet timescales.

The role requires a 'can do' attitude with a focus on ensuring CPLI's are produced and completed to agreed timescales.

Work will be time pressured, requiring the CPLI officer to manage their time and prioritise work effectively and be responsive to the changing demands of the role.

This post reports to the CPLI team leader (TBC);

In performing this role, the main duties will be:

- Develop and maintain effective relationships with Brokerage, commissioners and social care operational teams to ensure that CPLI activity meets their needs and corporate requirements
 - Develop and maintain effective working relationships with service providers and care managers to ensure the CPLI creation and inputting is as swift and seamless as possible, providing information required and aiming to resolve any delays.
- Interpret requests from other professionals (via email, telephone and face to face contacts), undertake required research and provide outcome focused responses.
 - Confidently use Liquid Logic and other systems to ensure that service package data is accurately recorded in accordance with agreed processes and ensure that all confidential data is stored securely in line with agreed processes.
- Develop and maintain a good knowledge of current issues and any blockages to provider payments.
 - Prioritise and manage own workload while managing a busy and varied workload from providers, colleagues and other professionals.
- Have a clear understanding of departmental priorities and work as part of the wider team to deliver on Key Performance Indicators to ensure good performance and high quality service.
 - Using systems, data and local knowledge, contribute to an understanding of likely shortfalls in service capacity or resources and support brokerage and commissioning colleagues in developing and delivering plans to meet this shortfall.
- Monitor capacity within block contracts, updating

information on systems to ensure accurate records and business information is available both within brokerage and to wider teams. – THIS IS THE BLOCK SPREADSHEET

- Maintain data relating to CPLI blockages, making clear recommendations for improvements and opportunities to generate savings.
- Work closely with finance and other colleagues to resolve any financial queries, reviewing records to identify issues, resolving and updating systems.
- Bring to the attention of their line manager or supervisor as soon as possible if procedures or processes are not being followed that will cause risk to the customer, cost the council additional funding, or put the reputation of the council at risk.
- Support the effective contract management of contracts, providing input into contract management meetings and sharing best practice throughout the council.
- As appropriate feed into the development of strategies, policies and processes within the brokerage and CPLI Team function and ensure full compliance with these.
- Support on projects and programmes of work as directed by the CPLI team leader (TBC) which aim to add greater value and efficiency to the service provided internally and externally.

Specific requirements for this post:

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Person Specification

Specific qualifications, knowledge, and skills required for this role:

Essential

- Education to NVQ level 4 with experience of working in a relevant field (e.g. brokerage, procurement, buying, social care provision, customer focused environment or similar).
- Experience of working within a high pressure environment with a requirement to prioritise and co-ordinate workloads, and work on own initiative.
- Experience of working within an environment with a requirement to apply policies and processes to decision making and maintain data in line with requirements.
- Proven ability to use IT packages (e.g. Microsoft Excel) to record and analyse data.
- Ability to learn, understand and apply new approaches and techniques and deal with conflicting priorities.
- Excellent team-working skills with proven ability of working effectively in teams and developing partnerships.

The postholder will also need to evidence key skills which all roles within the CPLI team need to be able to demonstrate at the appropriate level:

Negotiation and commercial awareness

- Ability to understand key data and information to use to inform negotiations and commercial awareness to understand impact of negotiations.
- Ability to challenge constructively and in a collaborative and respectful way to ensure successful outcomes

Communication and customer service

- Ability to build effective relationships with colleagues, partners and/or providers.
- Excellent verbal and written communication skills.
- Numeracy, ICT, data analysis and problem solving.
- Evidence of strong numeracy and ICT skills, with the ability to collate data, undertake analysis, identify problems or issues and offer potential solutions.
- Ability to absorb and understand large volumes of information, distil this information and present clear challenge and advice to colleagues.
- A good understanding of the principles of data quality, data protection and information sharing and how to apply them.
- Big picture thinking and ability to link work to strategic cycle.
- Understanding of the role brokerage plays in the wider commissioning strategy and how their role fits in.
- Ability to identify opportunities within own area of work to develop the service

Desirable

Career graded posts

This post does not form part of a career grade.

Supporting information

Driving classification	
Occasional driver A valid UK driving licence is not required. Occasionally may need to travel to different locations in order to undertake the duties of the role.	<input checked="" type="checkbox"/>
Regular Driver Must hold a valid UK driving licence and have access to either their own car or a pool car in order to undertake the duties of the role, unless other forms of transport are available and viable to perform the role, including public transport, or unless a reasonable adjustment has been agreed.	<input type="checkbox"/>
Required Driver Must hold a valid UK driving licence and will drive a vehicle supplied by the Council in order to undertake the duties of the role. Employees should refer to the Corporate Driving at Work policy for further information.	<input type="checkbox"/>

Driving trigger points			
The trigger points set out below, regarding driving licence points and at-fault accidents, apply to all staff who drive on council business.			
Trigger Points	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action	
Points on driving licence	6	9	
Trigger Points	Discussion and advice on expected driving standards	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action
At fault accidents within a two-year period (whether work or personal)	1	2	3
Job applicants who drive must have 9 or less points on their driving licence, and must have less than 4 at fault accidents within a two-year period. If they meet the trigger points, they will be subject to the actions outlined in the table above. If holding a valid licence, occasional drivers will need to declare penalty points and no-fault accidents as requested. Depending on the role, decisions as to whether this might either affect appointment or require corrective driver training, will be made case by case.			

Political restriction	
This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election as a member of parliament, as a member of the Scottish or Welsh Parliaments, or a local councillor. The job holder is furthermore not permitted to canvass on behalf of a political party or a person who is already, or who seeks to be, a candidate. In addition, they may not speak to the public or publish any written or artistic work that could give the impression they are advocating support for a political party	<input type="checkbox"/>
This role is not politically restricted	<input checked="" type="checkbox"/>

Professional fees and related occupational costs	
As part of this role, or to support professional development, the job holder is required to be a member of a professional body or association. The job holder is responsible for payment of all professional fees, memberships, registrations or subscriptions and no reimbursement or contribution towards these will be provided by the council	<input type="checkbox"/>
This role does not have any professional or occupational membership requirements	<input checked="" type="checkbox"/>

Clearances – Disclosure & Barring Service (DBS)	
This role will be engaged in 'regulated activity' providing specific services relating to children or vulnerable adults and is subject to a Disclosure from the Disclosure and Barring Service.	<input type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require an Enhanced DBS check before appointment can be confirmed.	<input type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require a Standard DBS check	<input type="checkbox"/>
The role requires a Basic DBS check to check for convictions and cautions that are considered to be unspent under the terms of the Rehabilitation of Offenders Act 1974.	<input type="checkbox"/>
This role is not subject to a Disclosure from the Disclosure and Barring Service in order to undertake the duties of the role.	<input checked="" type="checkbox"/>

Clearances – Baseline Personnel Security Standard (BPSS)

This role requires access to the UK government Public Services Network (PSN) and is subject to a BPSS check

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This role is not subject to a BPSS check

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Clearances – Non-Police Personnel Vetting (NPPV)

This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at **level 2***. (*regular access to police premises and police information, intelligence and financial or operational assets. Occasional access to those deemed 'secret').

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This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at **level 3***(*regular unsupervised access to police premises and/or access to police information and/or information systems and/or hard copy material either on police premises or by remote access up to "secret" level. A level 3 includes a check on you, your spouse/partner, co-residents, and all family members).

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This role is not subject to a NPPV check

Safeguarding

For all roles within Children's Services. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.

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For all roles within Adult Social Services. Wiltshire Council is committed to safeguarding and promoting the welfare of vulnerable adults and all staff working for the council are expected to share a commitment to this. You will be expected to report any concerns relating to the possible abuse of a vulnerable adult in accordance with the agreed interagency safeguarding adults' procedures. If your own conduct in relation to the safeguarding of vulnerable adults gives cause for concern, the council's agreed interagency safeguarding adults' procedures will be followed, alongside implementation of the council's disciplinary procedure. The job holder is accountable for their safeguarding of vulnerable adult responsibilities to their line manager.

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For all other roles within the council. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all

staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.	
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