

ROLE PROFILE

Job family	Business Support	Role profile number	BS06-2595	Grade F
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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.

Grade F posts are higher in 'Creativity & Innovation' with the requirement for on-going problem solving but within clear defined procedures where support is readily available from senior colleagues. Grade F posts are also higher in 'Consequences' where decisions are made based on a range of established solutions which have a material impact on the work of the team or service area.

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	A levels / National Diploma or equivalent experience/skills. ITQ 2 or equivalent ICT skills and abilities.
Knowledge and Skills	Previous relevant and practical experience. A thorough understanding of relevant procedures and working practices. Good knowledge of specialist function relevant to service area. Excellent ICT skills including use of Microsoft applications and specialist systems Attention to detail. Good organisational skills and the ability to prioritise workloads.
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:	Direct Payment Monitoring Officer	
Role profile family:	Business Support	
Role profile number and grade:	BS06-2595	Grade F
Number of posts:	3	
Service/Team:	Adult Social Care Finance	
Reports to:	Direct Payment Manager	

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 post sits within the wider Finance Operations Delivery Team. The team is comprised of three function areas: Accounts Payable, Residential Care Payments Team; Domiciliary Care Payments Team, and the Care Contributions Team.

The Adult Social Care Finance Team make payments and collect income on behalf of Adult Social Care. Payments are made for Social Care Services to meet assessed needs under the Care Act, this could include residential and domiciliary care providers, and to and from individuals.

The function of the Finance Operations Delivery Team is to ensure all payments are made within agreed time frames, and are accurate and appropriate. Adult Social Care Income is collected within the statutory framework. Failure to do so has financial and reputational risks to the Council.

Job Purpose

The purpose of the role is to administer Direct Payments in accordance with the Statutory requirements of the Care Act 2014 and internal guidance.

The role will provide guidance and support in respect of the administration and auditing of Direct Payments across Adult Social Care, to people in receipt of a Direct Payment and their informal carers. The role will work closely with external providers who are responsible for supporting the residents of Wiltshire with Direct Payment support services.

Providing high levels of customer service to the residents of Wiltshire and Adult Social Care, the role holder is required to understand the end-to-end process in order to make accurate judgements and informed decisions, in line with the persons care and support plan.

The post holder will hold responsibility for the delivery of the functions in relation to the auditing of Direct Payments. Ensuring all Direct Payments are audited accurately and in a timely way, system data issues are resolved as part of sustained improvements to ensure optimal efficiency and effectiveness ensuring compliance with all legal requirements.

This post will need to ensure high quality data entry and that appropriate ways of working are maintained.

Specific duties and responsibilities include:

- To undertake key functions required in the team that is responsible for auditing all Direct Payments issued by Wiltshire Council for the purchasing of Social Care services. This needs to be completed accurately where payments have been appropriately authorised and within agreed timescales. This will include the Direct Payments for people who are in receipt of services, their carers or 3rd party organisations on their behalf as agreed.
- Use the systems (ContrOCC, LAS, SAP/Oracle) to a high standard, which requires a good working knowledge of all the systems.
- Ensure that all data is recorded accurately and promptly according to Wiltshire Policies and procedures.
- Develop a strong understanding of the processes involved in all the payment areas in order to expand knowledge and expertise of systems and processes.
- Receive and check the records of people in receipt of a Direct Payment including their bank statements, and to advise of any perceived problems, prioritising issues for further investigation.
- To liaise as appropriate with Social Care Practitioners, team members and managers to seek to resolve any potential issues that are identified.
- Recover Direct Payment surpluses where appropriate and authorised.
- Respond to queries in a professional and timely manner, fostering effective working relationships with team colleagues, other members of the organisation, and external providers and professionals.
- Amend system errors as requested within the scope of the role.
- Identification and implementation of operational and system support issues. Escalating wider issues that require resolution.

- Contribute to the analysis, development, and improvement of the system processes and solutions to meet business requirements.
- Implementation of system changes and the testing for the ControCC & LAS/ annual upgrades.
- Contributing to the production of key performance data and financial information used for reporting.
- Adhere to all legal requirements and the regulatory framework that governs the operation of accounting and financial systems.
- Provide assistance to other members of the Adult Social Care Finance Team as required.
- Commitment to ongoing professional development.

Specific requirements for this post:

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Person Specification

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

Essential

- A levels / National Diploma in Business / Finance / Mathematics or other related subject or equivalent experience / skills in a finance related field or adult social care finance.
- Understanding of the relevant sections of the Care Act 2014 in relation to Direct Payments and the Mental Capacity Act 2005, or demonstrate a commitment to learn.
- Knowledge of the relevant adult social care system or equivalent ICT knowledge or experience.
- Experience of working under pressure and to tight deadlines.
- High standard of literacy, numeracy and accurate data entry.
- Ability to communicate effectively both verbally and in writing, with members of the public, professionals, and managers. Providing accurate advice and guidance as required, ensuring that communication is clear and concise.
- Ability to deal sensitively with issues that may arise e.g. relatives who have recently been bereaved.
- Ability to effectively manage conflicts and disputes during calls from members of the public who may be angry about issues regarding their Direct Payments.
- Excellent ICT skills, including use of Microsoft Office Applications e.g. Teams, Outlook, Word, Excel etc.
- High level of organisational skills with the ability to work on own initiative.
- Proven ability to plan and prioritise own workload and work to strict deadlines, confident in seeking advice when appropriate.
- Committed to providing excellent customer service.

Desirable

- Knowledge of ContrOCC, LAS, Oracle or equivalent.
- Experience of working within local government.
- Experience of working in a finance environment.
- Experience of working with the general public.
- Knowledge of Direct Payments.
- Knowledge of Adult Social Care.

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.

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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.

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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.

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Employees should refer to the Corporate Driving at Work policy for further information.

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 be 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	<input type="checkbox"/>
This role is not subject to a BPSS check	<input checked="" type="checkbox"/>

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').	<input type="checkbox"/>
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).	<input type="checkbox"/>

This role is not subject to a NPPV check	<input checked="" type="checkbox"/>
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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.	<input type="checkbox"/>
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.	<input type="checkbox"/>
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.	<input checked="" type="checkbox"/>