

## ROLE PROFILE

<b>Job family</b>	<b>Manager</b>	<b>Role profile number</b>	<b>MA13-2733</b>	<b>Grade M</b>
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**Job purpose:** To manage a team responsible for delivering a service.

Grade M posts focus on the full management of a team of staff and are higher in 'Decisions' with the requirement to set working standards/practices and to lead on initiatives to design and deliver service transformation. These posts are also higher in 'Knowledge & Skills' requiring a relevant post graduate professional qualification and significant relevant experience at a technical/professional level within a related specialist field.

<b>Factor</b>	<b>Relevant Job Information</b>
Supervision and/or Management of People	Full accountability for a team of staff including; managing performance, monitoring quality and quantity of work; disciplinary matters; employee wellbeing; training and development
Indicative qualifications	Degree in relevant profession, or equivalent experience/skills Licence / certificate / qualification required for the role ITQ 2 or equivalent ICT skills and abilities, demonstrating significant experience in IT systems. Level 4 in management or equivalent experience such as the Wiltshire Leadership Programme Level 2
Knowledge and Skills	Experience of managing, motivating and developing a diverse team of staff Experience of managing staffing budgets Significant relevant professional experience post qualification in a similar work environment. Expert knowledge of relevant policy, systems, work practices, professional guidelines, legislation and a good understanding of emerging developments in the area of specialism. Excellent ICT skills including use of Microsoft applications and specialist systems Excellent organisational skills and the ability to prioritise workloads of a team to achieve deadlines Thorough knowledge of other areas of the authority relevant to the service. Ability to interpret and analyse statistical and numerical data, drawing conclusions from the data to inform decision making. Experience of defining and developing systems, policies, procedures and / or practices. Experienced project manager with a good understanding of project management methodologies and systems. Excellent time management skills to manage a complex workload prioritise and set deadlines. Transformation management skills to advise on process flow, removal of waste and duplication within and across service areas. Ability to produce business focussed, user friendly reports, policy and project documents where appropriate. Authority and credibility to build relationships and engage successfully with colleagues, customers and partners
Creativity and Innovation	Work on own initiative to manage own activities and the work of the team contributing to longer term activities / plans for the service area. Apply professional knowledge and experience to interpret and recommend policy, resolve complex issues, proactively anticipate problems and deliver solutions which enhance the quality and efficiency of services. Responsible for meeting performance standards within a policy framework and regulatory guidelines. Considerable scope to exercise initiative in taking action - within the boundary of well-defined policies. Allocate work to the team monitoring quality and outputs Proactively manage staffing issues Research and resolve problems, provide advice and guidance to the team on processes and procedures Lead research and development of systems, policies, procedures and / or standards within specialist area Analyse data/information to highlight and prioritise issues for further investigation, recommending solutions where appropriate.

Contacts and Relationships	<p>Provide advice and guidance on complex issues which could be contentious and challenging in nature.</p> <p>Ability to build relationships and engage successfully with colleagues /partners /customers / contractors and suppliers.</p> <p>Negotiation showing tact and diplomacy to deal with conflicting requirements or opinions and the ability to make decisions on the most appropriate action to reach an acceptable conclusion.</p> <p>Deal with people at all levels confidently, sensitively and diplomatically.</p> <p>Provide advice to resolve a range of queries from internal / external customers, partner organisations and suppliers. Will be dealing with challenging situations where influence could be required.</p> <p>Contacts will include: senior managers, leadership team, councillors, external bodies and partners.</p>
Decisions – Discretion & Consequences	<p>Decisions lead to the setting of working standards and important procedures for the service area which have an impact across the organisation.</p> <p>Use initiative to manage responses to complex business / technical issues within the service.</p> <p>Make business decisions based on up to date specialist knowledge and analysis.</p> <p>Contribute to developing council strategy within the service area.</p> <p>Lead initiatives to design and deliver improvements.</p> <p>The consequences of the decisions will have a significant effect across the organisation.</p>
Resources	Little or no responsibility for physical or financial resources
Work Demands	Work subject to interruptions and deadlines, involving changing problems, circumstances or demand.
Work Environment	Office based, but may involve some travelling to other council buildings
Our Identity	<p><a href="#">Our Identity</a> 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.</p> <p>All of us are expected to demonstrate the seven elements of <a href="#">Our Identity</a> 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</p>
Health & Safety	To be responsible for managing services in line with the council's health, safety and welfare policies
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 <a href="#">the whistleblowing policy</a> .
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

<b>Role description:</b>	Provider Finance Manager – Adult Social Care	
<b>Role profile family:</b>	Manager	
<b>Role profile number and grade:</b>	MA13-2733	Grade M
<b>Number of posts:</b>	1	
<b>Number of staff managed:</b>	2 directly, (leading a team of up to 20)	
<b>Service/Team:</b>	Finance Operations Delivery - ASC	
<b>Reports to:</b>	Finance Operations Delivery Manager	

## Job Family overview

### Manager job family overview:

For the lower grades it is the expectation that the role will be to support remote team working and management is for the day to day responsibilities of the team.

For the higher grades full accountability of all elements of management of a team of staff including accountability for quality and quantity of work. This includes, but is not limited to the following:

- The team is competent, effective and motivated
- Work is effectively delegated and delivered to the required standards
- Appraisals are undertaken for all staff within the team
- Effective team meetings and one to one meetings take place regularly
- Recruitment, induction, development, employee relations and all HR processes and planning are completed to the required standards and timescales

## Service / function Context

The overall responsibilities of the service/function are:

The Finance Operations Delivery team sits within the Council's Financial Services Directorate, reporting to the Chief Accountant. It is responsible for the accurate and timely payments of all Adult Social Care person specific spend and the collection of income as defined in the Council's annual review of charges report to Cabinet and the Care Act 2014.

The service makes payments to around 1000 suppliers of Adult Social Care services, which includes companies and individuals in receipt of a Direct Payment. With a spend of around 160M per annum and collects income of around 30M per annum from around 6,500 residents for their assessed contributions to care following their means tested financial assessment under the Care Act 2014.

The service is also responsible for the administration of Deferred Payment applications, and financial monitoring of Direct Payment accounts and Debt collection in relation to Adult Social Care.

## Job Purpose

Specific duties and responsibilities include:

- This is a management position within Wiltshire Council, accountable for management of all person specific payments made to suppliers and individuals in the delivery of care and support services for Adult Social Care Payments.
- Operating as professional lead in all areas of discipline, with extensive knowledge of Adult Social Care systems.
- Leading, motivating and managing a team of 15 FTE with direct line management responsibility for 2 Team Leaders.
- Set working standards and practices and lead on initiatives to design and deliver service improvements.
- Leading on accurate and timely payments of all Adult Social Care person specific spend with payments of £160M per annum.
- Full accountability for the day to day management of a team of staff managing their performance, appraisals, one-to-ones, monitoring quality and quantity of output, disciplinary matters, employee health, wellbeing, safety, risk and consistency of behaviour and decision making to ensure excellence in customer service.
- Gather, maintain and analyse data on performance of individuals and the team to ensure workloads are evenly distributed and work is completed within agreed timescales, whilst understanding and anticipating variations in demand and workload.
- Use excellent interpersonal skills to review capability of the team and individuals to challenge and drive up performance through training, development and encouragement of staff.
- Ensure rigorous system checks and balances are carried out regularly and maintain evidence of checks and reconciliations to demonstrate best practice and meet the requirements of Auditors.
- Ensuring that teams comply with all relevant legislation and regulatory requirements.
- Prepare reports, research papers, and explanatory notes to introduce concepts and explain impacts of legislative change to a variety of audiences including members.
- Working together with the Client Finance Manager, the post holder has responsibility for driving continuous improvement of Adult Social Care Finance systems and teams, ensuring they are aligned with organisational and directorate objectives. The post holder will be required to identify, lead, and deliver appropriate business solutions and be the project lead on implementing improvements for their area.
- In delivering continuous improvement, this job requires strategy development, proactive engagement with key stakeholders, partners and suppliers as well as collaboration with other functions (Commissioning, ICT, Performance, ASC Operations etc.) to create and deliver solutions to improve efficiency with Adult Social Care services. This will need to be completed whilst maintaining effective financial systems and controls.
- The role will be responsible for ensuring that improvements are delivered, and key data standards within Adult Social Care Finance are maintained. Implementing and maintaining a performance monitoring framework, providing assurance of accurate system data and delivery of key performance indicators to Adult Social Care and Finance senior management.
- The post holder will also be responsible for the day-to-day management of the Payments Team and Direct Payment Monitoring Team and provide cover as required for the Client Finance Manager to ensure a continuous smooth delivery of services.
- Working closely with Commissioning colleagues the post holder will take a lead role in developing constructive working relationships with around 1000 suppliers in relation to finance and provide advice, guidance, and training where required to meet the team objectives of

accurate and timely payments.

- This role will lead on matters relating to fraud across the teams ensuring that concerns are escalated for investigation as required and appropriate action is taken.
- Deputising for the Finance Operations Delivery Manager where required.

## Person Specification

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

### Essential

- Degree in a finance related discipline and post graduate qualification, or equivalent relevant experience.
- Finance Qualification (AAT level 4 or equivalent), or significant relevant experience in a finance environment.
- Management Level 4, or a commitment to complete Level 4, or equivalent relevant qualification or management experience to that level.
- Significant relevant experience, knowledge and understanding of Adult Social Care finance and systems, including payments and income.
- Strong ICT skills which include extensive knowledge and ability to use and develop business systems and being highly proficient with Microsoft applications.
- Experience at a strategic and operational management level with responsibility for systems maintenance, development and performance management.
- Experienced in managing teams, with the ability to manage staff development, performance reporting and succession planning.
- Significant experience, knowledge and understanding of continuous improvement, business process re-engineering, project delivery and visual management processes, techniques and tools.
- Expert knowledge and understanding of the legislation and regulations that apply to Adult Social care systems and financial processes.
- Proven ability in analysing data to assess the high level financial impact on the council and the impact at customer level, feeding the results into policy and to provide a source of reference information for other departments.
- Have an expert understanding of corporate plans and aims and be able to demonstrate how service planning meets those aims.
- Must have a proven track record for the delivery of change projects, specifically projects related to the collection of debt and legislation/policy change.
- Thorough understanding of accounting principles and forecasting, enabling the modelling of the council's income and expenditure.
- Excellent communication and negotiation skills and able to withstand the rigors of scrutiny, inspection and verification.
- Must be highly experienced in managing a diverse team and delegating a variety of routine and ad hoc task tasks to team members, using both coaching and training techniques to ensure the team are up to date with legislative change and system developments.
- Experienced in working with senior managers, with a professional knowledge and ability to

influence decisions, address poor performance and identify opportunities and innovation through sound reasoning, risk assessment whilst demonstrating a sound understanding of organisations over the short, medium, and longer term.

- Extensive experience, knowledge and understanding of interpreting and acting on management information and financial management systems and procedures.
- Expert knowledge and understanding of financial control, risk management and corporate governance, including the regulatory framework that governs the operation of accounting and financial systems.
- A later thinker who is highly motivated, positive and inquisitive with an aptitude for learning, problem solving, developing innovative ideas and continuous improvement.

### **Desirable**

- Experience in Liquid Logic Adults System and ContrOCC.
- Experience of Oracle.

### **Career graded posts**

This post does not form part of a career grade.

## Supporting information

Driving classification	
<b>Occasional driver</b> 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"/>
<b>Regular Driver</b> 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"/>
<b>Required Driver</b> 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 <b>Enhanced</b> 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 <b>Standard</b> DBS check	<input type="checkbox"/>
The role requires a <b>Basic</b> 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 <b>level 2*</b> . (*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 <b>level 3*</b> (*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"/>

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"/>