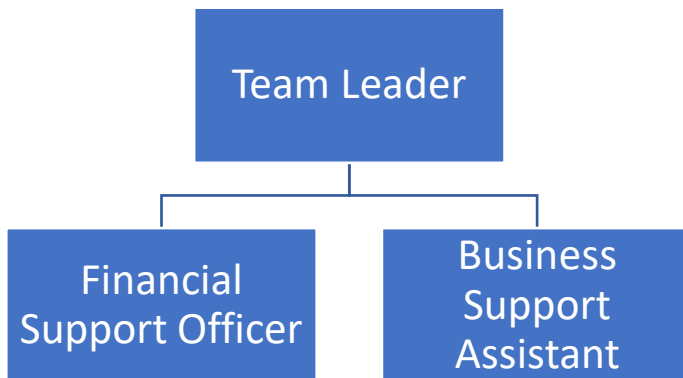


## JOB DESCRIPTION & PERSON SPECIFICATION

<b>Director Area:</b> <b>Resources</b>	<b>Job Ref Number: 02833</b>
<b>Service Area:</b> <b>Business Support</b>	<b>Grade: 6</b> (click <a href="#">here</a> for value)
<b>Job Title:</b> <b>Financial Support Officer</b>	
<b>PURPOSE OF JOB:</b> <ul style="list-style-type: none"> <li>To undertake audits on Direct Payment accounts to assure the council that funds received are being used appropriately and in accordance with the details of an individual's care and support plan.</li> <li>To ensure adherence to the Care Act and local government responsibilities in relation to monitoring Direct Payments are being fulfilled.</li> <li>To continue to make improvements in the auditing of, and recovery of monies from customers Direct Payment Accounts</li> <li>To devise a process for, and undertake the monitoring of the contract conduct financial assessments in accordance with the Non Residential Charging Policy</li> <li>As part of the wider Business Support family, to provide a high level of project support to all internal and external customers across Lincolnshire County Council including research, analysis and problem solving.</li> <li>Support the delivery of excellent customer service as part of a cross-functional and multi skilled team, ensuring work is completed within agreed standards and timescales.</li> </ul>	
<b>TEAM STRUCTURE:</b> <div style="text-align: center;">  <pre> graph TD     TL[Team Leader] --&gt; FSO[Financial Support Officer]     TL --&gt; BSA[Business Support Assistant] </pre> </div>	
<b>MAIN DUTIES:</b>	
1	To undertake auditing and verification processes as required to ensure compliance with Direct Payment and other policies and recovery of surplus monies
2	To assist Direct Payment users with compliance of the terms and conditions of their Direct Payment by providing financial advice, support and information and explaining complicated financial information to service users, their representatives and other parties as necessary
3	Ensure effective administration of Lincolnshire County Council's Direct Payment policy
4	Undertake quality assurance work in relation to the contract to complete Financial Assessments by partner organisations
5	Developing and maintaining relationships with commissioners, service users, stakeholders, partners and support providers.
6	Contribute to the Council's statutory obligations and where appropriate any national and local performance indicators.

7	Collate performance information from internal and external sources for dissemination
8	Contribute to the development of, and gain support for, the Directorate's shared values, vision, policies, objectives and strategies from staff, service users, other agencies and the public.
10	Provide support, financial guidance and policy advice to managers to enable them to make decisions about individual cases
11	Providing project support to related service areas, change projects and/or improvement programmes.
12	To undertake research, benchmarking activities and identification of best practice and propose a range of potential options/solutions when required
13	To provide a high quality customer service to both internal and external customers and promote Equality and Diversity at all times.
14	Composing bespoke letters to Service Users regarding audit outcome and explanation of complex calculations
15	The use of Business World On! to raise invoices and general use relevant to the job
16	Implementing contentious management decisions
17	Recognising the varying urgency of cases and prioritising accordingly, organising and managing workload and completion of tasks according to Service Level Agreement
18	Dealing with Service Users and Representatives with tact and sensitivity
19	Ability to make decisions based on the interpretation of policy & procedure and take the appropriate action(s)

## PERSON SPECIFICATION

Requirements	Where identified*	Essential	Desirable
Minimum AAT level 4 or an equivalent apprenticeship qualification or be willing to study for an equivalent diploma or qualification	A	✓	
3 years' experience of working within a financial administrative setting	A / I	✓	
Knowledge of Adult Social Care Charging Policy and Direct Payment Policy	A / I	✓	
To demonstrate problem solving capabilities	I / T	✓	
An understanding of Windows based IT packages and specialist bespoke packages as required by the position	A / I / T	✓	
Ability to understand and interpret financial records, including timesheets, income and expenditure and reconciling bank balances	A / I	✓	
Effective communication skills both written and verbal.	A / I	✓	
Knowledge of Equality and Diversity, Data Protection and Freedom of Information.	A / I	✓	
Experience of dealing with the public either face to face, telephone or written capacity	A / I	✓	
Able to work on own initiative and be	A / I	✓	

proactive			
A commitment to self-development including ability to attend training courses which may be away from the office and be prepared to undertake further additional training	A / I	✓	
Flexible and responsible approach to work.	I	✓	
Ability to work as part of a team providing support and guidance including training	A / I	✓	

\*A = Application form      T = Test/Assessment      I = Interview      P = Presentation

## GENERAL

The postholder is required to take personal responsibility for contributing to organisational transformation and changes in ways of working, maximising the benefits and efficiencies for both internal and external customers, including the promotion and use of self-service to achieve maximum cost effectiveness.

The postholder is expected to work to the [Lincolnshire County Council Core Values and Behaviours](#) and to carry out the duties in accordance with Lincolnshire County Council policies.

**Other Duties** - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

**Safeguarding** -. All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Lincolnshire County Council Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.