

Job Description

For Unqualified Financial Positions

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

Section A: Specific Role Profile

The specific role profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the job role and a brief description of the main duties.

Role Details

Job Title:	Finance Officer - Charging and Income Control	JEID	FU002
Salary Grade:	Grade G		
Team:	Benefits Assessment and Income Control		
Service Area:	Finance		
Primary Location:	Bedworth		
Political Restriction	This position is not politically restricted.		
Responsible to:	BAIC Team Leader		
Responsible for:	N/A		

Role Purpose

To collect income from customers for the care provided based on their financial assessments, and undertake debt recovery processes where bills are unpaid.
To make timely and accurate payments to care providers.

Role Responsibilities

To verify the data held for social care clients and where necessary, investigate and correct anomalies.
To process statements, invoices and refunds to ensure accurate and timely charging, using a variety of payment and income methods.
To respond to queries raised by, and provide advice to, clients, their representatives, social workers, care providers and other agencies as appropriate.
To ensure the effective operation of charging systems and maintenance of accurate data, including individual client accounts.
To ensure compliance with statutory requirements and WCC's policies, guidance and financial framework.
To implement debt recovery procedures in accordance with WCC's policies.
To liaise with relatives, executors and other stakeholders in relation to deceased clients to manage the closure of their accounts.
To contribute effectively to ongoing service improvements.

Section B: Generic Role Profile

The generic role profile provides a list of the main tasks that cover the broad range of duties and responsibilities performed at this level for the job role. An employee may not be undertaking all of these at any one time, but they could be expected to do so under their contract of employment.

Generic Role Details

Job Role:	Finance Professional - Level 2
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Main Tasks

- Undertake the processing of Invoices including the carrying out of both technical and financial checks, and be involved in follow up work requiring further research / analysis to reach a satisfactory conclusion.
- Assist with both the debt recovery and income processes.
- Handle routine enquiries from both Internal and External Audit.
- Provide day to day advice and provide budget monitoring support to CCM's and others on routine matters and give advice in the practical use of financial systems.
- Assist with data collection activities in connection with statistical returns.
- Assist at closedown by chasing outstanding commitments and similar activities.
- Have an awareness of Financial Standing Orders and Contract Standing Orders.
- Be involved in specific activities such as Payroll Administration / Queries or Pensions Administration / Queries.
- Deal with significant amounts of Manual or Computerised data e.g. payroll data across County.

Section B: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job.

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

Essential Criteria

Essential Criteria	Assessed By:
A relevant degree, NVQ Level 4 or equivalent qualification OR at least 3 years' experience in a finance environment	A, I
To be able to independently interpret and analyse information and facts to solve varied problems	A, I
The ability to communicate, in person and/or writing, complicated or sensitive information with varied audiences	A, I
Ability to use a keyboard with some precision and speed	A, I
To be able to use own initiative to respond independently to problems and unexpected situations	A, I

The ability to work under pressure including meeting deadlines and dealing with interruptions	A, I
Experience of handling and processing manual or computerised information	A, I

Desirable Criteria

Assessed By:

Knowledge of social care charging and / or accounts receivable and debt recovery processes	A, I
Experience of working in a financial environment	A, I

Section C: Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and the potential hazards and risks that may be faced.

Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities for your role as specified within Warwickshire County Councils Health and Safety Policy, and all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the post/ role.

Potential Hazards & Risks

<p>The potential significant hazard(s) and risk(s) for this job are identified below (those ticked). The purpose of recording this information on the job description is so that the health status of the potential and actual post-holders can be assessed with regard to the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby all of the significant risks are identified, recorded and appropriately controlled. The list below is therefore not an exhaustive list because it is the risk assessment that details all significant risks that could arise out of or in connection with the work activity, but any others will be identified in the 'other' section.</p>	
<input type="checkbox"/> Provision of personal care on a regular basis	<input type="checkbox"/> Driving HGV or LGV for work
<input type="checkbox"/> Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	<input type="checkbox"/> Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)
<input type="checkbox"/> Working at height/ using ladders on a regular/ repetitive basis	<input type="checkbox"/> Restricted postural change – prolonged sitting
<input type="checkbox"/> Lone working on a regular basis	<input type="checkbox"/> Restricted postural change – prolonged standing

<input type="checkbox"/> Night work	<input type="checkbox"/> Regular/repetitive bending/ squatting/ kneeling/crouching
<input type="checkbox"/> Rotating shift work	<input type="checkbox"/> Manual cleaning/ domestic duties
<input type="checkbox"/> Working on/ or near a road	<input type="checkbox"/> Regular work outdoors
<input type="checkbox"/> Significant use of computers (display screen equipment)	<input type="checkbox"/> Work with vulnerable children or vulnerable adults
<input type="checkbox"/> Undertaking repetitive tasks	<input type="checkbox"/> Working with challenging behaviours
<input type="checkbox"/> Continual telephone use (call centres)	<input type="checkbox"/> Regular work with skin irritants/ allergens
<input type="checkbox"/> Work requiring hearing protection (exposure to noise above action levels)	<input type="checkbox"/> Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
<input type="checkbox"/> Work requiring respirators or masks	<input type="checkbox"/> Work with vibrating tools/ machinery
<input type="checkbox"/> Work involving food handling	<input type="checkbox"/> Work with waste, refuse
<input type="checkbox"/> Potential exposure to blood or bodily fluids	<input type="checkbox"/> Face-to-face contact with members of the public
<input type="checkbox"/> Other (please specify):	