



# North Northamptonshire Council

## Job Description

Job Title: Client Funds Officer

Post code:

Grade G

### Overall Purpose of the Job

To provide an effective, customer focused support service to users of the Client Funds service, systems and processes. A point of contact for colleagues and service users for queries.

To provide a range of high quality administrative support, delivering excellent customer service by giving the customer the best possible experience. Providing accurate information and support in response to customers enquires according to agreed procedures, practices and regulatory and legislative requirements.

To ensure an integrated approach to transactions through assisting with the implementation of new technologies, methodologies and processes that meet the needs of clients, customers and client organisation.

### Main Accountabilities

	<b>Main Accountabilities</b>
1	Provide operational services within the Client Funds team. Responsible for ensuring that efficient, accurate and timely end-to-end processes are adhered to.
2	Respond to and resolve service requests and queries ensuring operational service priorities are met through ownership, adhering to agreed service standards and according to operational procedures.
3	Responsible for investigating and resolving customer queries, suggestions and compliments, escalating any complaints in accordance with the relevant procedures.
4	Take responsibility and ownership on areas of the service where improvements could be made by making recommendations and implementing agreed changes to improve efficiency.
5	Support system implementations including conducting system testing and delivering training to staff on new system processes.
6	Work as part a team supporting your colleagues, mentoring Apprentices to a high standard.
7	Work collaboratively on projects that support developments and improvements for the Finance Operations Service in a professional and positive way.

<b>Main Accountabilities</b>	
8	Manage own workload, processing high quality information / data accurately and in a timely manner.
9	Embed customer service excellence within the team through contributing to the design of customer focussed processes, active participation in one-to-one meetings / the PADP process and own behaviours.

*Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post*

### **Safeguarding commitment**

We are committed to safeguarding and promoting the welfare of children and young people/vulnerable adults. We require you to understand and demonstrate this commitment.

## Person Specification

### Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job;

Qualification Required	Subject	Essential/Desirable
NVQ Level 2 or equivalent, or significant working experience gained in a similar or related service	Business & Administration or Finance	Essential

Minimum levels of knowledge, skills and experience required for this job

Knowledge Required	Essential/Desirable
Knowledge / understanding of DWP benefits system and / or relevant experience in a Welfare Rights advice environment or similar	Essential
Knowledge of Oracle and/or Agresso ERP Systems	Desirable
Knowledge of the Care Act 2014 and the Mental Capacity Act 2005 relating to the Client Funds service	Desirable

Skills Required	Essential/Desirable
Ability to understand and interpret national legislation and guidance and adhere to local policies and procedures.	Essential
Excellent IT skills with good knowledge of office applications.	Essential
Ability to work with internal and external stakeholders to support the delivery of the Client Funds service in line with the annual service plan.	Essential
Ability to communicate effectively both verbally and in writing in order to achieve desired outcomes and be able to influence and negotiate when advising and supporting users.	Essential
Ability to manage own personal workload and for the prioritisation of that workload.	Essential
Ability to process data and financial information related to the Client Funds service to support the production of management reports and information on service performance to meet service area requirements	Essential
Ability to travel to visit service users where appropriate (driving licence)	Essential

Experience Required	Essential/Desirable
Experience of working independently scheduling and prioritising own work to meet service requirements	Essential

<b>Experience Required</b>	<b>Essential/Desirable</b>
Experience of working in a customer focused role in a fast paced environment	Essential
Proven customer service background with experience of conflict resolution, negotiation and diplomacy skills	Essential
Experience of working with vulnerable service users, their carers and / or advocates	Desirable

<b>Safeguarding</b>	<b>Essential/Desirable</b>
Demonstrate an understanding of the safe working practices that apply to this role.	Essential
Ability to work in a way that promotes the safety and well-being of children and young people/vulnerable adults.	Essential

### **Disclosure Level**

What disclosure level is required for this post?	None	Standard	<b>Enhanced</b>	Enhanced with barred list checks
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### **Work Type**

What work type does this role fit into?	Fixed	<b>Flexible</b>	Field	Home
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