

Job Description

Job Title: Direct Payments Officer

Job number:

Grade: G

Overall purpose of the job

To provide an effective, customer focused support service to direct payment service users and Adult Social Care colleagues through effective use of systems and processes to deliver an efficient service. Is a key contact for colleagues and service users for queries and manages more complex issues when required.

To ensure an integrated approach to Direct Payments for NASS Financial Operations through assisting with the implementation of new technologies, methodologies and processes that meet the needs of service users, customers and client organisation.

To identify and investigate potential situations where service users may not be managing their direct payments in an appropriate way and to recommend actions to address any issues.

Main accountabilities

1. Assist in the development and maintenance of business processes to support Senior Officers and Team Leaders.
2. Assist, coach and mentor less experience colleagues in the performance of routine tasks to support the achievement of individual colleagues and team performance and development objectives.
3. Arrange all aspects of internal, inter-agency and inter-departmental meetings as requested and minute meetings as required whilst maintaining a high degree of confidentiality for all information handled.
4. Maintain information technology and office systems to ensure effective services including Microsoft Office, SharePoint etc.
5. Provide an efficient and confidential support service to Senior Managers.
6. Handle a wide range of more detailed queries including correspondence referred by colleagues and partners and provide a point of contact for staff within the division.
7. Plan, co-ordinate and implement personal diary and meeting schedules to ensure that business is completed within service standards and meets business requirements.
8. Initiate and build good working relationships with colleagues and other professionals
9. Gather data and financial information relating to the work area to support in the production of management reports and information on service performance to meet service area requirements.
10. Demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.

11. 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.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder

Person Specification

Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

Qualifications Required	Subject	Essential/ Desirable
Good all round education to CGSE standard	Grade C or above in English & Maths	Essential
NVQ Level II/III	In Business, Finance or similar	Desirable

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

Identify	Describe	Essential/ Desirable
Knowledge		
Able to demonstrate:	Proven track record of delivering financial processing or similar work to deadlines	Essential
	Understanding of the implications of Data Protection legislation	Essential
Skills		
Able to demonstrate:	Good organisational and administration skills	Essential
	High level of literacy and numeracy	Essential
	Excellent communication skills, both written and verbal	Essential
	Ability to demonstrate a flexible and creative approach to problem solving	Essential
	Good negotiation and mediation skills	Essential
	Ability to work as an effective team member	Essential
	Capacity to maintain confidentiality	Essential
	Accuracy and attention to detail	Essential
	Ability to receive and pass on information effectively and accurately	Essential
	Interpersonal and communication skills sufficient to be able to liaise effectively with external agencies, care providers, users and carers	Essential
	The ability to travel effectively to different locations throughout the County	Essential
Experience		
	Experience of operating computerised financial and information systems	Essential
	Experience of the use of word processing, spreadsheets, and office automated systems	Essential
	Experience of working in a busy office environment	Essential
	Experience of working in a Public Sector or	Desirable

	multi-agency environment	
	Previous experience of financial reconciliations	Desirable
Safeguarding (include for roles working with children/vulnerable adults)	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
	Enhanced	Enhanced with barred list checks

Work type

What work type does this role fit into?	Fixed	Flexible	Field	Home
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