

# **ROCHDALE BOROUGH COUNCIL**

## **JOB DESCRIPTION**

**SERVICE:** Adult Care & Support Services

**SECTION:** Operational Business Support

**LOCATION:** Number One Riverside

**JOB TITLE:** Client Financial Administrator

**POST NUMBER:**

**Grade:** 3

**Accountable to:** Debt Support Team Leader

**Accountable for:**

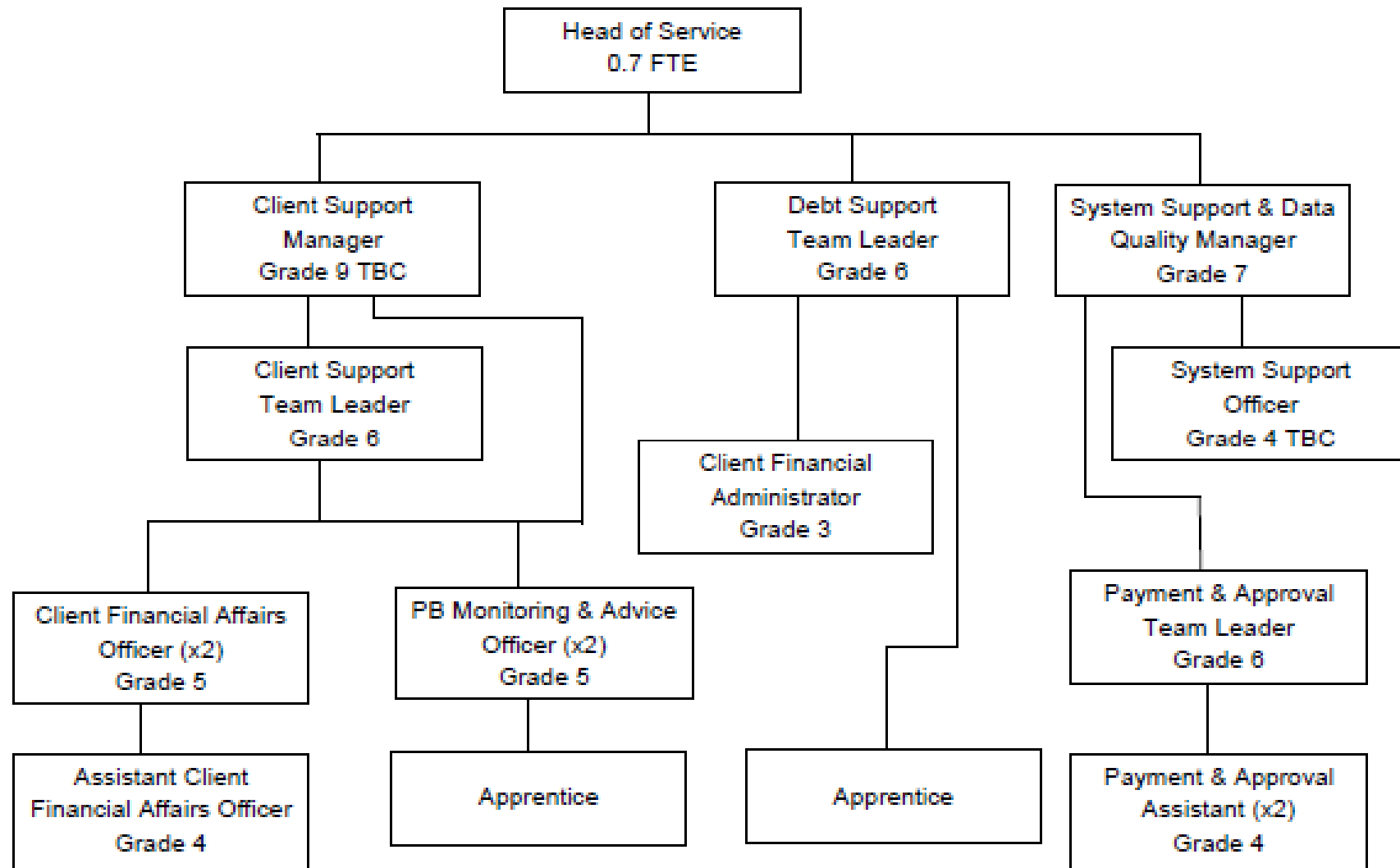
**Hours of Duty:** 37 flexible working hours per week in accordance with the needs of the Service.

**Any Special Conditions of Service:** The Authority operates a Smoke Free Policy for all its employees and applies to any building and associated grounds within in the immediate vicinity of the building which is wholly owned, leased or operated and occupied by R M B C.

**The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment.**

## Organisation Chart

### Operational Business Support



## **PURPOSE AND OBJECTIVES OF THE JOB**

- To support Adult Care and Corporate Debt services to recover monies owed to the Council promptly, effectively, efficiently and economically, while ensuring fair treatment to all debtors and raising awareness of Adult Care debt and debt recovery processes.
- To support the Debt Support Team Leader in ensuring that Adult Care complies with best practice and legislative requirements appropriate to each individual debt or debtor.

## **Control of Resources**

### **Personnel**

To be responsible for your own direction, support and motivation and for any staff who may be allocated to you.

### **Financial**

To work in accordance with Financial Regulations and procedures of the Authority.

### **Equipment/Materials**

To be responsible for the safe use and maintenance of equipment/materials allocated to the postholder.

## **Health/Safety/Welfare**

To be responsible for the safety and welfare of self and colleagues in accordance with the Health and Safety Policies of the Council.

## **Equality and Diversity**

To work in accordance with the Authority's Policy relating to the promotion of Equality and Diversity.

## **Training and Development**

To be responsible for assisting in the identification and undertaking of his/her own training and development requirements in accordance with the Council's Performance Management Framework.

## **Relationships (Internal and External)**

### **Internal**

- Managers and staff
- Colleagues within the Service and other departments within Rochdale Borough Council.
- Elected Members
- Trade Union Officials

## **External**

- Outside agencies/service providers
- Members of the public
- Training providers

## **Responsibilities**

The postholder must –

- (i) Perform his/her duties in line with the corporate leadership values and behaviours
- (ii) Perform his/her duties in accordance with Rochdale Council's Equality and Diversity Policy
- (iii) Work in accordance with the Health and Care Professions Council standards of proficiency
- (iv) Work within the Council's statutory requirements policies and guidance

## **Values and Behaviours**

The post-holder must approach the job at all times using the values set out in the Rochdale Way:

- Valuing our people
- Focusing on customers
- Acting with integrity
- Using time and money wisely
- Working together
- Always learning and improving

Be aware of and apply the Rochdale Way behaviours at all times.

## **Principal Duties**

1. To provide support in the recovery of Adult Care charges to the Debt Support Team Leader and other colleagues within Rochdale Borough Council.
2. To maintain systems within Operational Business Support including those in relation to the debt position for clients in receipt of Adult Care services and to update case management systems in respect of client financial affairs and death notifications.
3. To monitor unpaid invoices relating to charges for Adult Care services and send notifications and supporting information to relevant care managers for resolution decision and updates to colleagues in other Departments.
4. To retrieve and collate relevant information from a variety of sources to support debt recovery action.
5. To follow relevant policy and process including preparation of routine correspondence.
6. To respond pro-actively to requests for advice, guidance and support in an efficient, effective and timely manner.
7. To organise and prioritise own workload to ensure that deadlines are achieved and core services are maintained.

8. To arrange meetings, produce agendas and produce accurate and timely minutes for both internal and external meetings.

### **Secondary Duties**

- 1 To participate in Council programmes of in-service training as a trainee and when required as a trainer facilitator.
- 2 To undertake such other duties and responsibilities of an equivalent nature as may be determined from time to time by the Head of Service (or nominated representative) in consultation with the post holder. (and if he/she so wishes, with his/her Trade Union representative). It will be a normal expectation that the post holder may occasionally be required to cover for other areas within Adult Social Care or, exceptionally, within the wider Council.

Job Description prepared by	Helen Murphy	Date	August 2016
	_____		_____
Agreed by Postholder	_____	Date	_____
Supervisor	_____	Date	_____
Service Director	_____	Date	_____

**Rochdale Borough Council  
Person Specification**

<b>Service :</b>	Adult Care	<b>Post:</b>	Client Financial Administrator
<b>Section :</b>	Operational Business Support	<b>Post Number :</b>	
<b>Job Ref:</b>		<b>Grade:</b>	3

**Note to Applicants:**

The *Essential Criteria* are the qualifications, experience, skills or knowledge you **MUST SHOW YOU HAVE** to be considered for the job.

The *How Identified* column shows how the Council will obtain the necessary information about you.

If the *How Identified* column says the **Application Form** next to an *Essential Criteria* you **MUST** include in your application enough information to show **how** you meet this criteria. You should include examples from your paid or voluntary work.

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Criteria	Essential (E) or Desirable (D)	How Identified: AF Application Form I Interview A Assessment
<b>(a) Special Working Conditions</b>		
1 Are you able to work flexibly as work demands?	E	AF,I
<b>(b) Qualifications and Experience</b>		
1 Please demonstrate your experience of administrative work in a financial setting.	D	AF, I, A
2 Please provide details of your experience of adhering to administrative systems and procedures.	E	AF,I,A
3 Please provide details of your experience of working on your own initiative.	E	AF,I,A
4 Please confirm you have GCSE maths and English language or equivalent	E	AF, I, production of certificates
<b>(c) Skills and Knowledge</b>		
1 Please provide details of your knowledge and understanding of Adult Social Care and any relevant information/ financial systems you may know of.	D	AF,I,A
2 Please provide details of your knowledge of Adult Care Legislation around the management of debt.	D	AF,I,A
3 Please show how you are adaptable and flexible in approach to work.	E	AF,I,A
4 Please demonstrate your ability to produce accurate and timely minutes from meetings.	E	,AF,I,A
5 Please demonstrate your ability to use information technology and demonstrate that you have well developed computer literacy skills.	E	AF,I,A
6 Please demonstrate your ability to input, retrieve and analyse data.	E	I,A
7 Please provide evidence of your knowledge of the importance of data protection and confidentiality.	E	AF,I,A
8 Please demonstrate that you have effective communication and literacy skills both written and verbal.	E	AF,I,A
10 Committed to acquiring new skills relevant to the post and attendance on relevant training courses.	E	AF,I,A
11 Please provide evidence of your ability to work in a pro-active manner, using your own initiative, to prioritise work in a busy environment to meet objectives.	E	AF,I

(d) Behaviours and Values		
<p>1 Approach the job at all times using the values set out in the Rochdale Way:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Valuing our people</li> <li><input type="checkbox"/> Focusing on customers</li> <li><input type="checkbox"/> Acting with integrity</li> <li><input type="checkbox"/> Using time and money wisely</li> <li><input type="checkbox"/> Working together</li> <li><input type="checkbox"/> Always learning and improving</li> </ul> <p>Please confirm you are willing to adhere to these values and behaviours.</p>	E	AF,I
<p>1 If applying as part of the Armed Forces Scheme: Please confirm your last long term employer was the Armed Forces.</p>	D	AF,I
<p>2 If applying as part of the Armed Forces Scheme: Please confirm you have been looking for a job for 6-24 months since you left the Armed Forces.</p>	D	AF,I