

ROCHDALE BOROUGH COUNCIL

JOB DESCRIPTION

SERVICE: Adult Care and Support Services

SECTION: Governance & Business Support

LOCATION: Number One Riverside Rochdale

JOB TITLE: Funding and Payments Team Leader

POST NUMBER:

Grade: 8

Accountable to: Governance and Business Support Service Manager

Accountable for: Assistant Team Leader
Senior financial Business Support Officer
Financial Business Support Officer

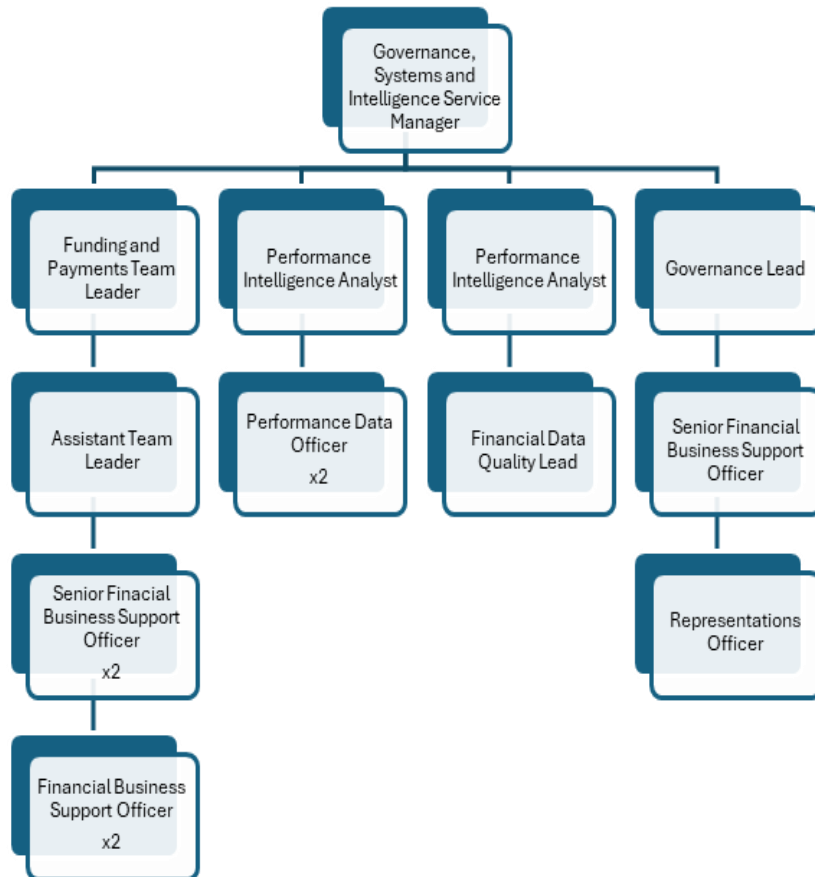
Hours of Duty: 37 flexible working hours per week in accordance with the needs of the Service.

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 RBC.

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

ORGANISATIONAL CHART

Governance & Business Support



PURPOSE AND OBJECTIVES OF THE JOB

To be responsible for ensuring the delivery of consistent, high quality and customer focussed services in relation to your specified area of responsibility and the wider Governance and Business Support service.

To be responsible for the development, and administration of robust management information systems and processes to support the work of the team, service improvements, key decision making and continuous improvement within the area of responsibility.

Lead on compliance and adherence with both statutory requirements and organisational policies and procedures for self and team.

To develop, monitor and coordinate a clear and robust programme of work for the team and provide day-to-day operational supervision and support to the team. Provide advice and guidance to staff in respect of the Council's local responsibilities of payment and data quality and ensure compliance within areas of expertise for team members.

To act as a subject matter expert by having an in depth knowledge of your specified areas of responsibility and be able to offer specialist knowledge, advice and support on these area to both internal and external stakeholders.

To act as ambassador for the Council and service at all times and develop and maintain effective and professional relationships within the service and with other services/partners to raise the profile of Adult Care & Support Services.

Control of Resources

Personnel

To be responsible for leading, managing and motivation of self and of staff within the structure of Adult Care Services for whom the post holder has responsibility, both as individuals and as members of the service, using coaching as an enabler to development.

Financial

To manage financial resources, which are delegated to the post holder by the Head of Operational Business Support, in accordance with the financial regulations of the Council.

Equipment/Materials

To be responsible for the management, effective use and security of financial systems relevant to the post, including software and ICT equipment.

To be responsible for the efficient and effective use of premises, furniture, equipment and consumable goods used in relation to the work of the post holder and any staff under their control.

Data and Information Security

To be responsible for the management and security of data for all of the post holder's areas of responsibility.

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

The post holder will 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:

- Senior management and staff within the Service
- Senior management and staff of other Services
- Internal Audit
- Elected Members

External:

- Service users and their representatives
- Senior management and staff of other Services
- Government Departments
- Providers of Services

- External advisors, partner organisations, charities, voluntary organisations, members of the public
- Other key stakeholders

Responsibilities

The post holder 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's standards of proficiency
- (iv) Work within the Council's statutory requirements policies and guidance

Values and Behaviours

Approach the job at all times using the values set out below

- Proud of the difference we make
- Passionate about the diversities of the Borough
- Pioneering and Open in our Approach

Be aware of and apply these behaviours at all times.

Principal Duties

1. To plan, direct, control and monitor the work of the team to ensure that objectives are met and a high quality, efficient and effective service is provided, within agreed resources.
2. To provide day to day operational supervision to staff within your team which will include tasks such as coaching other members of the team, training others, completing one-to-one supervisions, annual Talent conversation reviews, sickness absence and workforce development.
3. To support the team where required to problem solve queries and issues, including complaints from internal, external customers and providers
4. To develop the continuous improvement of the service and support and implement changes to working practices as required including delivery of training as required.
5. To develop, oversee and maintain relevant information, and effective administrative systems for all aspects of the work of the teams in order to provide management information to inform delivery of priorities and service development including legislative changes.
6. To maintain an up-to-date working knowledge of legislation, policies and codes of practice relevant to the work of the team, ensuring that advice and information provided by self and team is accurate, appropriate, and up to date.

7. To deliver services in line with the agreed budget and comply with corporate financial requirements and regulations.
8. To develop co-operative working relations with providers, other managers and staff in order that cross cutting projects and initiatives are co-ordinated efficiently for the benefit of service users and other key stakeholders
9. To actively participate in corporate or service specific projects and working groups bringing expertise and commitment to achieve targets.
10. To ensure that the Council's statutory duties and responsibilities are undertaken and Council policy is discharged in respect of service delivery.
11. To proactively contribute towards service planning, specifying performance measures, targets and performance standards.
12. To ensure any existing or emergent operational issues/ risks are escalated accordingly to the relevant management team members.
13. To ensure team adhere to statutory timescales
14. To work in line with any specific business standards and principle assigned to this role and/ or your specified areas of responsibility.

Specialist duties

15. To lead on provider communications and payments for agreed care and support services including supporting the annual inflationary uplift for all care and support payments, and joint funding arrangements and ensure they are made in line with contractual terms, conditions and timescales, supporting best value for money
16. To oversee the accurate and timely system recording by the team of specific services and tasks to ensure data accuracy and integrity of team and self
17. To be responsible for, develop and manage the content on the provider portal communications system and Resource Allocation System to ensure that they remain fit for purpose.
18. To proactively develop and manage change to systems and processes arising from new legislative, policy or practice requirements.
19. To be responsible for ensuring payments to providers are made in a timely manner and reconciliations completed in line with financial regulation
20. To oversee recommendation, agree and implement, in conjunction with operational managers, resolutions to data quality issues in order to improve performance and compliance.

**ROCHDALE BOROUGH COUNCIL
PERSON SPECIFICATION**

SERVICE:	ADULT CARE AND SUPPORT	POST :	Funding and Payments TEAM LEADER
SECTION:	GOVERNANCE & BUSINESS SUPPORT	GRADE:	8

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.

	CRITERIA	Essential (E) or Desirable (D)	How Identified: AF Application Form I Interview A Assessment
(a)	Special Working Conditions		
1	Please indicate that you are able to work and attend meetings and other events during the evening and occasionally at weekend.	E	AF
2.	Please indicate that you are able to embrace and act in accordance with Council Policies and Regulations.	E	AF
3.	Please indicate that you are able to work flexibly as work demands.	E	AF
(b)	Qualifications and Experience		
1.	Please confirm that you have GCSE maths and English Language (grade A-C) or equivalent	E	AF/ I- production of certificates
2.	Please demonstrate, by example your experience of managing and leading staff including the allocation of work and performance monitoring of both services and staff.	E	I/A
3.	Please demonstrate, by example your experience of managing business process and support arrangements in a large and complex organisation.	E	I
4.	Please demonstrate, by example your experience of working on your own initiative and in close co-operation with others.	E	I/A
5.	Please give details of any management training undertaken, or equivalent experience.	E	I
6.	Please demonstrate, by example your experience of working with staff of various agencies, statutory and non-statutory, ideally within social and health care.	E	AF/I
7.	Please demonstrate, by example your experience of leading, and positively contributing to the development and implementation of proposals which impact on the way in which services are delivered.	E	AF/I
8	Please demonstrate, by example your experience of managing large contracts and developing Key Performance Indicators	E	AF/I
9	Please detail any project management qualification or equivalent experience you have	D	AF

(c) Skills and Knowledge			
1	Please demonstrate, by example your knowledge of the current and emerging issues in adult social care.	E	I/A
2.	Please demonstrate, by example your ability to meet deadlines using a systematic approach and time management skills, while working in a busy environment, ensuring that information produced is accurate.	E	AF/I
3	Please demonstrate, by example your adaptable, flexible, problem solving approach to work including dealing with complex issues and competing demands	E	I/A
4.	Please demonstrate, by example your advanced IT skills, including your use of Microsoft Office products and management information systems.	E	I/A
5.	Please demonstrate, by example your excellent numeracy and literacy skills and how these have been applied in a workplace environment.	E	I/A
6	Please demonstrate, by example your well-developed interpersonal, negotiating, mediation and working with people skills.	E	I/A
7	Please demonstrate, by example your highly developed communication and client facing skills when representing the service, focusing on offering the best business solution.	E	AF/I
8	Please demonstrate, by example your ability to work effectively with a broad range of stakeholders across the service and providers with the ability to establish trust and build relationships with people at all levels.	E	I/A
9	Please demonstrate your analytical skills using complex financial information and the ability to produce and present user focussed reports from this information.	E	I/A
(d) Behaviours and Values			
1	<p>Approach the job at all times using the values set out below</p> <ul style="list-style-type: none"> • Proud of the difference we make • Passionate about the diversities of the Borough • Pioneering and Open in our Approach <p>Please confirm you are willing to adhere to these values and behaviours.</p>	E	AF/I