ROCHDALE BOROUGH COUNCIL

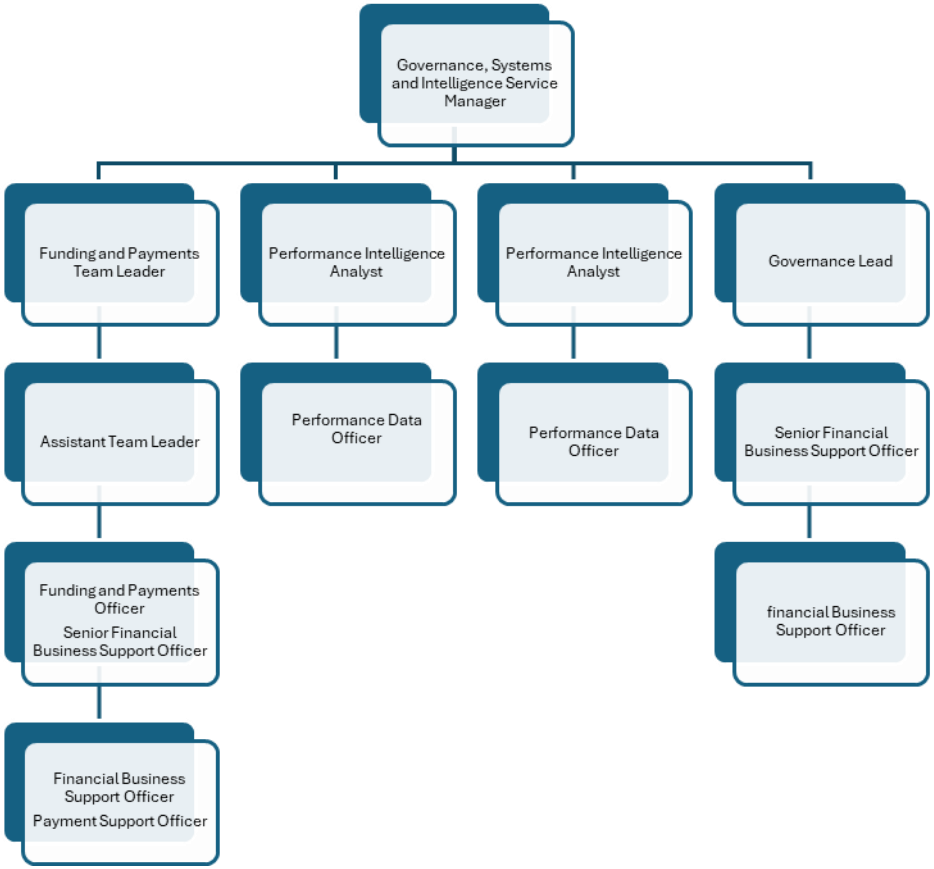
JOB DESCRIPTION

SERVICE:	Adult Care & Support
SECTION:	Governance & Business Support
LOCATION:	Combination of office and home working ***Office base:*** *Number One Riverside, Rochdale*
JOB TITLE:	Payment Support Officer
POST NUMBER:	
Grade:	Grade 4
Accountable to:	Various
Accountable for:	Business Support Assistant, Apprentice and any other staff as appropriate
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 this 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.

Reviewed by Laura Greenwood September 2023

ORGANISATIONAL CHART
Governance & Business Support (GBS)



Reviewed by Laura Greenwood September 2023

PURPOSE AND OBJECTIVES OF THE JOB

- To provide efficient and effective financial and other business support and advice to Adult Care Services and stakeholders on all aspects of the work of the team.

- To ensure compliance with statutory and business critical rules and regulations within areas of responsibility.

- To act as an ambassador for the Council and Service at all times and to develop and manage effective and professional relationships within the service and with other services/partners to raise the profile of Adult Care and 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 Governance & 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 relevant to the post.

Health/Safety/Welfare

To be responsible for the health & 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.

Reviewed by Laura Greenwood September 2023

Relationships (Internal and External)

Internal

- Senior management and colleagues within Rochdale Borough Council
- Internal Audit
- Elected Members
- Trade Union Officials

External

- Service users and their representatives
- Senior management and staff of other Authorities.
- Government departments.
- External advisors, partner organisations, charities, voluntary organisations, service providers, solicitors and members of the public.
- Legislative Bodies e.g. Court of Protection and the Office of Public Guardian
- 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 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 operate and maintain efficient and effective financial administrative systems for all aspects of the work of the team including the provider portal.

2. To provide support to ensure that Adult Care systems are used appropriately, in line with statutory guidelines and local policies and procedures.

3 To accurately maintain systems and retrieve and collate relevant information from a variety of sources to support the work of the team.

4 To undertake checks, reconciliations and analysis of information and liaise with colleagues in respect of any exceptions.

5 To manage meetings, forums and training sessions; including scheduling, agenda preparation, invites, accurate and timely minute taking and following up / monitoring any actions required.

6 To respond pro-actively to requests for advice, guidance and support in an efficient, effective and timely manner, with minimum recourse to supervisors

7 To ensure that payments are made in accordance with relevant policies and procedures and to resolve queries.

8 To calculate, check and raise debtor accounts as required.

9 To undertake data checks to provide information about data compliance

10 To take an active role in team meetings and team building exercises to promote good communications.

11 To organise and prioritise own workload to ensure that deadlines are achieved and core services maintained.

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 Service Head (or nominated representative) in consultation with the post holder (and if he/she so wishes, with his/her Trade Union representative).

3. To ensure that the Council's Statutory Requirements and policies are carried out efficiently, effectively, economically and equitably.

Job Description prepared by	Helen Murphy Teresa Fielding Juliette Johnson	Date	Feb 19 Aug 20 November 26
Agreed by Post holder		Date	
Supervisor		Date	
Chief Officer		Date	

Reviewed by Laura Greenwood September 2023

Rochdale Borough Council

Person Specification

Service :	Adult Care and Support	**Post:**	Payment Support Officer
Section :	Governance & Business Support	**Post Number :**	
Job Ref:		**Grade:**	4

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 these criteria. You should include examples from your paid or voluntary work.
The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment.

	Criteria	**Essential (E) or Desirable (D)**	**How Identified: AF Application Form I Interview A Assessment**
(a)	**Qualification and Experience**		
1	Please provide examples of your experience of financial processing and the use of financial systems.	**E**	AF/I/A
2	Please confirm that you have GCSE Maths and English Language (grade A-C/4-9) or equivalent and are able to provide certificates to confirm this OR that you are willing to undertake a test to demonstrate your skills in this area	**E**	AF/production of certificates at interview/A
3	Appointment is subject to basic Disclosure and Barring Service check	**E**	AF
4	Please outline your experience of providing excellent customer service in a business setting	**E**	AF/ I
5	Please outline what experience you have of working independently and using your initiative.	**E**	I/A
6	Please give details of your experience of providing accurate and timely management information.	**E**	I/A
(b)	**Skills and Knowledge**		

1	Please provide examples of your excellent IT skills , including Excel and Word	**E**	I/A
2	Please demonstrate that you have effective communication skills both written and verbal and your ability to present information effectively to service users and colleagues.	**E**	AF/I/A
3	Please demonstrate your ability to work well within a Team, with a flexible approach.	**E**	I/A
4	Please provide evidence of your ability to work methodically and to record and analyse information accurately.	**E**	I/A
5	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**	I/A
6	Please provide evidence of your knowledge of the importance of data protection and confidentiality.	**E**	I/A
7	Please demonstrate that you are committed to acquiring new skills relevant to the service	**E**	I
8	Please demonstrate your ability to think innovatively to solve problems	**E**	I/A
(c)	**Behaviours and Values**		
1	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 Please confirm you are willing to adhere to these values and behaviours.	**E**	AF/I