



Your job

Job Title: Finance Officer

Service: Billing, Payment and Client Support Team

Grade: G5

Reporting to: Assistant Team Manager

This position sits within the Billing, Payment and Client Support Service in Adult Health and Social Care and is integral in establishing and maintaining good working relationships with clients, operational staff, Social Workers / Social Care Officers, billing and debt recovery teams and other departments of the council.

The role provides support to operational staff from a financial perspective and is responsible for ensuring clients are charged for the services they receive and service providers are paid for the service they provide.

You will be responsible for the processing of all financial records in connection with Day and Domiciliary services, Residential services, Supported Living services and Direct Payments. You will carry out a variety of payment processing activities and respond to telephone and e-mail enquiries in relation to charges, payment queries and complex client's packages of care from internal and external sources and will maintain accurate client records as required which will include new, amendments and closure of packages to support the function.

You will be responsible for the implementation and monitoring of income generation from Housing Benefit, client charging and Continuing Health Care recharges, thus contributing to the Adult Services Budget and the overall Council Budget.

Mandatory Statement

The Council is committed to complying with European General Data Protection regulations (UKGDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection regulations.

Wigan Council is an active, strong, and committed corporate parent. As a priority, all employees have a responsibility towards the children we look after and care leavers, not just those employed by the Children's Directorate.

In this job you will:

In the next 12 months, you will:

- Develop excellent working relationships with colleagues, managers, and Social Care staff to ensure processes and procedures are followed.
- Support and advise clients in regard to services and charges within adult social care.
- Develop excellent working relationships with external providers so any queries or issues are dealt with quickly and effectively
- Have an excellent understanding of internal IT systems in relation to finance and social care, including Mosaic and Agresso

On an ongoing basis you will:

- Ensure packages of care and charges are entered onto systems in a timely and accurate manner in line with the client support plan
- Be responsible for the preparation and processing of the automated payment runs
- Be responsible for investigating and responding to billing and payment queries for clients, provider and colleagues
- Provide accurate advice and information, to people in receipt of services, to managers, colleagues and external partners
- Prepare information to support investigations relating to client's financial situations on issues of deprivation, debt and safeguarding
- Monitor and manage a furniture budget, including ordering of furniture, for our supported accommodation properties
- Deal with any processes and queries in relation to our supported accommodation properties including calculation of rent bills, property audits and checks on housing benefit income and claims

- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules

In this job you will need:

You must be able to demonstrate the following essential requirements:

- Significant experience relevant to the job
- Previous experience of working with clients in the area of finance
- The ability to demonstrate knowledge of charging for services and an understanding of the financial process
- Knowledge and understanding of the legal frameworks affecting Social Care and of Personalisation and Personal Budgets
- Experience of office computer systems e.g. Mosaic, Agresso and Microsoft Office and computer skills in relation to finance
- Good written and verbal communication skills
- Self-motivated with the ability to work alone and as a member of a team
- Good numeracy and literacy skills with an ability to carry out a range of financial calculations
- Ability to deal with clients in a sensitive manner and to be aware of confidentiality issues at all times
- Good organisational skills

Our Culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **TeamWigan** behaviours.

Be Positive	“ Take pride in all that you do and support and develop yourself and others. ”
Be Accountable	“ Be responsible for making things better, enabling change and supporting improvement. ”
Be Courageous	“ Be open to doing things differently and working collaboratively with others. ”
Be Kind	“ Be helpful, generous and thoughtful towards yourself and others. ”