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## Your job

**Job Title: Support Officer**

**Service: Billing, Payment and Client Support Team**

**Grade: G4**

**Reporting to: Assistant Team Manager**

The role is part of the Billing, Payment and Client Support Service within Adult Health and Social Care and is key 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, ensuring clients are charged for the services they receive and service providers are paid for the service they provide.

You will process financial records in connection with Day and Domiciliary services, Residential services, Supported Living services and other areas as required. 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 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 support the efficient and smooth running of a busy office environment delivering a unique and demanding operational service where smart and agile working is encouraged.

You will support income generation by ensuring records are entered in a timely manner, 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.

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### **In this job you will:**

In the next 12 months, you will:

- Develop excellent working relationships with colleagues, managers and internal departments to help support the whole team
- Develop excellent working relationships with external providers so any queries or issues are dealt with quickly to allow payments to be made promptly and within financial timescales
- Develop a good understanding of Adult social care services provided to residents in the Wigan Borough
- Learn and develop skills on all IT systems in relation to Adult social care finance

On an ongoing basis you will:

- Act as first point of contact for general enquiries, providing accurate advice and information to people in receipt of services, providers, managers, colleagues and external partners and signposting when necessary
- Accurately utilise and input data into databases and systems for all areas of work activity
- Verify and process payments and invoices as required and in line with procedures
- Support finance functions in relation to Supported Accommodation Services
- Support to resolve billing and payment queries and complaints from clients, providers and colleagues
- Run data quality reports prior to billing in preparation for the client billing runs
- To complete housing benefit and severe mentally impaired claims on behalf of clients in one of our supported living properties

- Liaise with service providers, people in receipt of services, members of the public and health and social care professionals both within the Local Authority and in partner organisations job specification
- To support with the monitoring of relevant budgets in line with Council processes
- The implementation of monitoring, evaluation and review systems to ensure efficient and effective services are delivered
- The implementation of quality and performance measures including best value i.e. obtaining quotes
- General administrative duties, handling post (Civica), adding case notes, closing cases, managing emails
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules

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## In this job you will need:

You must be able to demonstrate the following essential requirements:

- Experience of working in an office environment
- Substantial skills and experience in using office computer systems including Microsoft Office and Excel
- Knowledge and understanding of the services the council provide within Adult Health and Social Care
- Good interpersonal skills with the ability to work constructively with team members and wider colleagues and partners
- Excellent written and verbal communication skills
- Ability to work using own initiative and to work under pressure and prioritise work to meet deadlines

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## 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.

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