

Job Description

Job title	< Income Officer
Directorate	PEOPLE : Children and Adults
Division	< Finance Operations
Range	MPR 3
Reports to	Finance Operations Team Leader>

Main purpose of the job:

To support Adult Social Care by providing an efficient and effective service, which includes producing the four weekly invoices for client's care charges, setting up direct debits and making contact through telephone, letter and face to face.

Deal with queries from clients or their representatives regarding their invoices and prepare relevant correspondence as necessary. Ensure a sensitive, accurate and quality service is provided at all times to internal and external customers.

Maintain accurate records of all actions taken, ensuring client files are kept up to date and relevant actions diary dated.

Apply current legislation and policy to all cases and ensure that knowledge base is kept up to date..>

Liaise with stakeholders in a way that promotes the [One Medway Council Plan](#) and embeds our [values and behaviours](#).

Accountabilities and outcomes:

Ensure client four weekly invoices are produced and distributed within the established guidelines

Administer, monitor and maintain all relevant records and information systems (manual and computerised), to ensure information is accurate, accessible and retrievable by others

Process direct debit mandates promptly to ensure funds are collected without delay

Receive, distribute and respond to written correspondence and telephone enquiries, assessing prioritisation and using discretion to provide appropriate information and assistance to enquiries, referring those of a less routine nature and passing on correspondence and information to the relevant teams or individuals.

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At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

As a corporate parent, all council employees are responsible for ensuring the well-being and positive outcomes of Medway's care-experienced children and young people.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Progression Framework.

Work in accordance with the Equality Act 2010 and the Public Sector Equality Duty to eliminate unlawful discrimination, harassment and victimisation. Promoting equality of opportunity, fostering good relations and improving the quality of life and opportunities for everyone living and working in Medway.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Medway Council is a Category One responder in relation to the Civil Contingencies Act (2004) and as a result all staff working for the Authority may be asked to carry out Category One response duties or stand into the role of another member of staff who is responding to a Major Civil Incident.

Organisation:

This role reports to the < Finance Operations Team Leader >.

The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

Working Style:

HYBRID - a flexible working arrangement whereby an employee can undertake their work either in the office and/or partially or mainly from home on a temporary or permanent basis.

Person specification

All criteria at level A are considered essential unless stated otherwise.

Qualifications

Level A

- < GCSE grade C and above Maths and English

Level B (in addition to level A criteria)

Level C (in addition to levels A and B)

- <Evidence of continuous professional development.

Knowledge

Level A

- Awareness of the Care Act 2014, Mental Capacity Act 2005,
- Department of Work and Pensions (DWP) legislation and safeguarding policies and processes.
- Awareness of information governance, record retention,
- confidentiality issues and the General Data Protection Regulations.
- Working knowledge of financial procedures relating to income,
- payment, debt and direct payment monitoring teams.

Level B (in addition to level A criteria)

- Knowledge and understanding of the Care Act 2014, Mental Capacity Act 2005, DWP legislation and safeguarding policies and processes.
- Knowledge and understanding of GDPR.
- A good understanding of equality, diversity and inclusion.
- Knowledge of MOSAIC and Integra.

Level C (in addition to levels A and B)

- Detailed knowledge of ASC Charging and Debt Policy.
 - Detailed knowledge of client care charging account reconciliation.
 - Demonstrable knowledge of safeguarding vulnerable adults' policies and processes.
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Experience

Level A

- Demonstrable experience of dealing with a large volume of data in excel

Level B (in addition to level A criteria)

- Demonstrable experience of providing general information, advice and guidance on internal policies and procedures relating to adult social care charging and interpretation of these in relation to specific circumstances.
- Demonstrable experience of thoroughly analysing information, considering alternative solutions, adapting to new ways of working.
- Experienced in the use of Mosaic and Integra.

Level C (in addition to levels A and B)

- Experience of supporting the induction process for new or less experienced members of the team.
- Experience of advising other teams on the income and debt process.
- Demonstrable experience of providing clients with tailored account breakdowns enabling them to understand how the balance on their account has accrued.
- Demonstrable experience of negotiating affordable payment plans with clients or their financial representative

Skills

Level A

- < Proficient use of Microsoft Word, Excel, Teams and Outlook.
- Ability to carry out a range of tasks and understand the procedures associated with them.
- Ability to use equipment provided and possess the written and numerical skills needed to compile straight forward reports correspondence and calculations.
- Ability to utilise varying methods of communication to effectively convey information, ideas and instructions to individuals and the team.
- Ability to effectively manage your workload including prioritising work and delivering outcomes within defined timescales.>

Level B (in addition to level A criteria)

- <Good communication skills with the ability to present complex information in an understandable way.
- Ability to demonstrate excellent customer care skills, with experience of adapting services, where possible, to meet customer needs and can take the initiative to work with other agencies where necessary.
- Ability to build strong relationships with the team but also with stakeholders and customers.
- Demonstrable experience of planning ahead and having the ability to respond positively to change.
- Ability to monitor the effects of decisions, taking account of risks and being prepared to take ownership of actions, and modify own and others work practices where necessary.
- Provides professional complaint responses within specified timescale.
- Ability to demonstrate compliance with Data protection and GDPR.

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Level C (in addition to levels A and B)

- Ability to demonstrate an understanding of how teams work with other services and take a proactive approach towards helping others.
- Demonstrable experience of coping well under pressure and difficult situations, able to identify and act on own development needs.
- Ability to show sound judgement in decision making, resolving problems and providing direction in complex and sensitive situations.<