

Job Description

Job title	Income, Debt & Payments Assistant
Directorate	PEOPLE : Children and Adults
Division	< Finance Operations> >
Range	MPR 2
Reports to	Finance Operations Team Leader

Main purpose of the job:

<To support Adult Social Care by providing an efficient and effective service, including assisting with the producing and printing of the four weekly invoices, payments to care providers and debt monitoring service. Running appropriate debt reports, setting up direct debits and making contact through telephone, letter and face to face, assisting on debt visits when required. Request probate, land registry, Lasting Power of Attorney and Deputyship searches.

Deal with queries from providers/clients or their representatives and prepare relevant correspondence as necessary. Print remittances for providers and print a large quantity of client invoices. Ensure a sensitive, accurate and quality service is provided at all times to internal and external customers.

Maintain accurate records, ensuring client files are kept up to date and relevant actions diary dated. Input data to the relevant ICT system and undertaking reconciliation activities if required. Covering the daily tasks for the team within the office to enable colleagues to attend client visits

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

Accountabilities and outcomes:

- Administer, monitor and maintain all relevant records and information systems (manual and computerised), to ensure information is accurate, accessible and retrievable by others.
- Receive, distribute and respond to written correspondence and telephone enquiries, assessing prioritisation and using discretion to provide appropriate information and assistance to enquiries,

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referring those of a less routine nature and passing on correspondence and information to the relevant teams or individuals.

Analyse incoming invoices for payment to ensure they are correct for processing

Ensure Social Care pay runs are completed within the established guidelines

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.

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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's in English and Maths (grades 4-9) or equivalent
- Willingness to undertake and complete all mandatory training >

Level B (in addition to level A criteria)

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Level C (in addition to levels A and B)

- < Evidence of ongoing continuous professional development.

Knowledge

Level A

- An awareness of the service area.
- An awareness of confidentiality and data protection procedures.
- An awareness of equality, diversity and inclusion.

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Level B (in addition to level A criteria)

- < An awareness of policies and legislation relevant to the service.
- A good understanding of the procedures and practices relevant to the service area and own area of work.

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Level C (in addition to levels A and B)

- < An understanding of GDPR legislation and best practice in relation to information sharing.
- A broader understanding of the procedures and practices across the team at this level.

Experience

Level A

- < Experience of providing administrative support to a team.
- Experience of undertaking routine data entry with care and accuracy.

Level B (in addition to level A criteria)

- < Experience of supporting with printing multiple copies of documents.
- Experience of dealing with confidential and sensitive data

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Level C (in addition to levels A and B)

- < Experience of analysing information and considering alternative solutions.
- Experience of providing a comprehensive administrative and/or customer support service.
- Experience of updating records on electronic filing systems.

Skills

Level A

- Proficient use Microsoft Word, Excel, Teams and Outlook.
- Effectively exchange basic information, both orally and in writing.
- Ability to maintain confidentiality at all times.
- A flexible approach and team player.

Level B (in addition to level A criteria)

- Good interpersonal skills with a confident telephone manner, and the ability to create a welcoming environment for members of the public, staff and stakeholders.
- Ability to organise and prioritise workload to achieve deadlines.
- Ability to maintain effective computerised and manual filing systems, where care, accuracy, confidentiality and security are important.

Level C (in addition to levels A and B)

- Demonstrable ability to work within defined procedures and to work independently, using initiative to deal with situations, referring to supervisor/line manager for unusual or difficult problems.
- Ability to demonstrate commitment to equality, diversity and inclusion.