



Client Financial Services Career progression framework 16/06/2025



Welcome to the Client Financial Services Career Progression Framework

The framework is a development tool designed to support your thinking about career progression and development with the Client Financial Services team. It provides clarity and detail about the different job roles in these areas, signposts potential opportunities to seek out for personal and professional development and highlights transferable skills against each role.

Career progression frameworks are a key element of supporting individuals to grow and develop their career within a profession, which in turn support creating career pathways across Medway Council.

What should the Career Progression Framework be used for?

Reflecting on opportunities and career pathways within your own job profession
Considering career and progression options across other professions, or the wider organisation
Understanding behaviours linked to a successful career within Client Financial Services
Thinking about transferable skills and personal strengths
Identifying your skills and experience gaps in reference to career progression
Building a personal development plan
Preparing for development or career conversations
Learning more about Client Financial services colleagues and how they have successfully navigated their careers

The Client Financial Services Career Progression framework is designed to help staff have better career conversations, plan meaningful development, and to experience fulfilling careers. This supports our long-term strategy, Employee Value Proposition and Medway Council's commitment to valuing staff. These frameworks will also help support any recruitment and retention issues as well as support managers with succession planning.

Having career progression frameworks will mean there will be one place where individuals can gain an understanding of the skills and experience needed in each role.

For some individuals thinking about their career in a professional context will be familiar and for others it will be a shift. Integrating those frameworks into the employee experience at the right points offers a real opportunity for all individuals to actively map out their own career progression journey, as they understand how to gain skills, experience and identify the right learning for themselves in a structured way and at the right time.

For information on Career Frameworks and pathways in other areas within Medway Council, please search for 'Career Progression Frameworks' on the Council's Intranet site, MedSpace.

The Framework provides the following information within each job profession:

- Core Knowledge, skills and experience at professional levels within job professions
- Transferable skills and competencies associated with each professional level
- Development activities that may support vertical and lateral career progression

The Client Financial Services Career Progression Framework should not be considered as an exhaustive resource, or as a guarantee of progression along any defined career pathway, but rather as a tool to support you to consider, discuss and plan your career and development at Medway Council.

Job Profession: Client Financial Services

Debt Team - Responsible for the administering and collection of the ASC Debt Recovery Section in an efficient and effective manner and in accordance with all relevant legislation and regulations. Ensure that the cash flow generated through client contribution is maximised by assisting in the definition of and implementing all necessary debt recovery procedures. To represent the Council at the Magistrates/County court submitting the Councils argument in appropriate cases and ensure the maintenance of case histories as and when required. To provide expert advice concerning the administration of payment plans and ASC debt recovery.

Income Team - 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 always provided 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.

Direct Payment Audit Team - To complete annual audits of those who receive social care support via our Direct Payment scheme, including both health patients and social care service users, to monitor and audit usage of the direct payment monies. Reconcile individual health budgets, prepare monthly and quarterly analysis reports for health of direct payment spend, monitoring usage and account balances, identify any money to be reclaimed from bank accounts and reclaim. Where a service user fail to repay their surplus funds/contribution, the team follow Medway Council Debt process, undertaking investigations, applying technical knowledge of legislation and policy where necessary.

Provider Payments Team – Ensure that all providers are paid within the council’s policy, either by invoice or via a pay run in Mosaic. Respond to all provider queries either by telephone or email. Maintain accurate records for all providers.

Client Financial Affairs Team – Act as Appointee or court appointed Deputy for finances for adult social care clients who lack capacity to manage their own finances and have no family or others to act on their behalf.

Financial Assessment Team – Review an individual’s income, assets and any disability related expenditure to complete the financial assessments for people who receive adult social care services to ascertain how much an individual can afford to pay towards the cost of their care.

How might you use the Career Framework?

The Client Financial Services Career Progression Framework aims to support your career. It provides clear and consistent information to help you to develop, and to plan your progress.

Depending on where you are in your career journey, the Framework could be used to inform conversations with your line manager by providing a foundation for discussions about your ongoing training and development needs, or preparation for the next stage in your career.

For Individuals:

You will be able to use the available frameworks to identify the skills and experience you need at any point in time for any given professional role. You will clearly be able to see how you can progress within each Role as well as how to progress through the career framework.

The frameworks will support you to plan and manage your own career, helping you plan your learning journey to support your career aspirations.

The frameworks will help you take control of and steer your development conversations more effectively, so they reflect your professional priorities and needs.

An understanding of the professional technical and experience needed for a role will also support you if you want to look for a move, as the professional requirements are reflected in recruitment.

For Managers:

The frameworks will help you structure conversations with individuals in your team providing a narrative for you to use in development conversations.

The frameworks provide a way to build a joint understanding with individuals in your team, or the professional expectations, especially where you may be in a different profession.

Using frameworks and Job Descriptions to inform discussions on recruitment can help you ensure you get the right person in post, with the right skills needed.

How the Framework is organised

This framework is organised in the following way:

Job profession

A job profession represents a group of jobs that have similar professional characteristics. Although the level of responsibility will differ, the essential nature of activities carried out is consistent across the profession and there is a reasonable expectation that people would progress within the profession between levels.

This framework covers the following job profession(s):

- Income Payment Debt Assistant
- Income Officer
- Senior Debt Officer
- Direct Payment Monitoring Officer
- Senior Direct Payment Monitoring Officer
- Team Manager Finance Operations
- Client Financial Affairs Business Support
- Client Financial Affairs Officer
- Team Manager Client Financial Affairs
- Financial Assessment Officer
- Team Manager Financial Assessment

A single job profession tends to represent an area of specialist expertise, described at different role levels.

Some job roles may combine more than one job profession, meaning that the post holder has expertise in more than one specialism. In these circumstances, consider how your role is reflected in one or a combination of professions, and how you would like to build your career going forward. Consider where you would like to focus your energies on building experience in your area of interest and potentially increasing your specialisation within a certain profession. Use the information in the framework relating to development and transferable skills and competencies to support your thinking.

Roles within the Client Financial Services team cover eleven job professions.

Personal and Professional Development

The Career Progression Framework highlights different ways in which staff can actively develop their personal and professional skills.

This may include:

- On the job learning** (learning by doing)
- Learning from others** (through observing and interacting with other people or groups)
- Formal learning** (classroom based)
- There are other ways in which staff can actively develop their personal and professional skills, such as:
- Stepping Up** (covering an employee’s annual or sick leave to gain relevant experience and development (unpaid))
- Acting Up** (covering the duties of a higher-graded post on a longer-term basis (paid))
- Secondments** (a temporary transfer of an employee to another section or department. Usually within Medway Council but can also be an external organisation)





The Career progression framework points to relevant learning and development suggestions to reach the level at which they are displayed. For example, information displayed at a Level C refers to the development required to reach an Accomplished level within that job role.

For some, development options should not be considered as essential, but as useful suggestions to build, encourage and support staff to build expertise, confidence and experience to enable their next chosen move.

Transferable Skills


Transferable skills support a flexible approach to career planning through highlighting abilities, attributes and behaviours that underpin effective performance. They can give a preliminary basis for identifying where transferable skills could be helpful to job mobility and provide a starting point for understanding strengths. These skills can be developed and refined through working experience or learning interventions as part of any personal and professional Development.

Are you a browser, a thinker, a mover or a supporter?

How can you use the Career Progression Framework?			
			
Browsers	Thinkers	Movers	Supporters
<p>Are you reflecting broadly on a career with Medway Council?</p> <p>If so, use the framework to look at the kinds of experiences and development you might need to join different job professions at different ranges.</p> <p>You may also be interested in transferable skills to see what pathway best suits you.</p>	<p>Are you thinking about your longer-term career and may be deliberating between a few directions?</p> <p>If so, you can use the framework to understand how to gain the kind of experience you need to progress your longer-term ambitions.</p> <p>You can gain insight into the kinds of development you might consider actioning.</p>	<p>Are you ready to progress, you know exactly where you want to go?</p> <p>If so, you can use this framework to gain information for your next move. You can locate the professional job role and level you are interested in and find relevant information on job titles, experience, skills, and development.</p>	<p>Are you a manager, a coach, a mentor or a supportive friend?</p> <p>If so, you can use the framework to recruit, inspire and develop staff through meaningful conversations, even if you are not a subject matter expert in the professional field.</p>

Career Case Studies

Name – Dave Kempton	Photo
Job Title – Senior Direct Payments Monitoring Officer	
BIO I began working as a Direct Payment monitoring apprentice where I learnt the way that the team functioned mainly through an admin role ensuring all records were up to date, clients were contacted on behalf of the team for the information we required to complete audits and just general day to day administration. After a successful apprenticeship I was offered the role of Direct Payment monitoring officer this was the next step in my career and allowed me to progress on to completing audits , chasing debts and having a more hands on role within the team and using the experience I had gained from the apprenticeship to further my skills in becoming a Direct Payments auditor , I feel the experience I had through the apprenticeship gave me a head Start in the role and I could hit the ground running. There have been many different challenges within the role in terms of new ways of working, different systems, loss of staff and reduction of staff within the team but I have always remained focused on delivering the best outcome for the Direct payments team and meeting all required targets and adapting myself to any challenge presented. After over 10 years’ experience in the role, I was recently successful in becoming the Senior Direct Payment auditor and again this was the next progression in my career and will give me the responsibility of overseeing the team and being responsible for the daily functioning of the team , this is a role I have long desired and to receive the recognition for my hard work and commitment to the team is something I am really proud of. I look forward to working within the team and improving our procedures alongside my manager ensuring we can offer the best service possible to our clients.	

Name – Daniel Oades	
Job Title – Financial Assessment Officer	
BIO I began working with Medway Council in 2018, where I joined as a Social Care Officer within Locality 3. As a Social Care Officer, I was tasked with completing complex Care Needs Assessments for Adults living within Medway. I supported hundreds of clients during my employment by assessing the correct level of support that was required to meet their needs and retain their safety within both community and care home settings. After 4 years, I then transitioned into Children’s Commissioning and became Partnership Commissioner for the Acute and Community Paediatrics Portfolio. During my time in Commissioning, I supported the development of a diagnostic pathway for Foetal Alcohol Spectrum Disorder, the first children’s diagnostic pathway of this kind in the United Kingdom. I also worked with Mid Kent College in re-introducing a training network for Physical Therapies for children with Autism and Learning Disabilities. I decided that I needed a change from Children’s services, and re-joined Adults Social Care as a Financial Assessment Officer. My role within the team is to ensure the effective implementation of Financial Assessments and charging policies for all adults within Medway that receive care and support services from Medway Council. Our team’s commitment to fiscal responsibility and operational efficiency supports the council’s wider Social Care objectives. I am proud of my work and look forward to continuing to progress my career with Medway Council.	

Name – Kayleigh Turner	Photo
Job Title – Senior Debt Management Officer	
BIO	
<p>I started working for Medway Council a little over five years ago now, I started as an income and debt management officer. My previous experience was working within credit control, and the social care aspect was very new to me.</p>	
<p>Part of my role has consisted of creating the adult social care billing run, to produce social care invoices for clients who have been financially assessed to contribute towards or pay the full cost of the care that they have received. The billing run process is completed across two weeks which includes checking and applying variations to ensure the client is charged correctly. Another part of the role was to help with invoice queries, this consisted of setting up direct debits, taking payments, providing breakdown of charges, setting up agreed payment plans where the balance could not be paid in full and trying to resolve disputes or incorrect charging. These queries were by phone, email and at times face to face if someone came into reception or a visit was arranged.</p>	
<p>Another part of the role was recovery of social care debt, this consisted of phone calls, letters and emails in an attempt to make contact with the client or financial representative to discuss the outstanding balance in an aim to achieve payment or to set an agreed payment plan. Often there are disputes or queries that need to be resolved in these cases and the aim is to resolve this where possible so that we can help the client and reduce the debt.</p>	
<p>I feel that my role on the income and debt team meant that I have been able to build my knowledge within social care, from not working within social care or having any previous experience within it can be a little daunting at first, but with the help of colleagues and a very supportive manager, I have been able to learn a lot and as a result have become a much more confident person within my role and generally.</p>	
<p>I have recently been successful in progressing up to a senior debt officer where my role will now be focused on the recovery of social care debt, with the aim of contacting clients, helping them to reduce their debt and resolve any concerns they may have. I will also be training, helping and supporting new members of the team within their new role.</p>	
<p>After five years working here, I can say that even though the job role can at times be challenging and extremely busy, I still enjoy what I do. I like to be kept busy and pushing myself within my role and for me to be able to resolve an issue that may have been ongoing for a while, which may have been at times very worrying for the client/their family and to have helped them is something I strive for. I look forward to being able to continue in my new position and to welcome new members to the team</p>	

Name – Jamie Spooner

Job Title – Team Manager



BIO

I started with the council initially as part of a youth training scheme working within housing maintenance and local housing office.

I was then appointed as an Income Assistant in 1998 and the role included processing invoices for payment, dealing with travel warrants and petty case.

After 15-months, I was appointed as an Income Officer and my role was responsible for processing financial assessments once the information had been obtained by a member of the social worker team. This included notifying clients of their assessed charge and liaising with clients on how their financial assessment had been calculated.

After 22-months, I moved into the role of a Financial Assessment Officers where my duties included obtaining information necessary to complete a financial assessment, calculating and processing financial assessments, notifying the necessary party of the outcome, liaising with both internal and external agencies, identifying unclaimed benefit entitlement for clients.

After 10yrs 4-months, I was appointed Senior Financial Assessment Officer/Team Manager of the Financial Assessment Team, a role I have now held for almost 10-years. My role includes ensuring that all actions are completed in line with statutory guidance and timeframes, for monitoring team performance, implementation of new ict systems, arranging training, dealing with complex cases.

During my 26 years being employed by the council, I have been able to advance my knowledge and skills, allowing me to progress from a trainee/apprentice to a team manager. I look forward to further progression in the future.

Evidence requirements:

Where examples are requested, this should be a minimum of 3 different pieces of work (unless otherwise stated), but one piece of work may be used to demonstrate multiple competencies as appropriate. If one individual piece of work does not meet all the required criteria, please ensure additional documentation is provided to evidence all the relevant criteria as detailed in the framework has been met in full.

The discussion / evidence could include, but is not limited to, evidence such as:

- Case files
- Screen shots
- Feedback or testimonials from colleagues
- Meeting notes / minutes
- Spreadsheets
- Project plans
- Feedback from other professionals
- Presentations
- KPI data
- Service Outcomes
- Observation of practice
- Reports
- Witness Statements
- Professional discussion with manager
- Training records
- Email/written correspondence

Evidence may be supplemented with records/manager notes of discussions at 1:1s or by line manager observations.

FINANCE OPERATIONS

MPR2	Job Title: Income, Payment and Debt Assistant	
Duties: <ul style="list-style-type: none">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 always provided 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.		
Sector Specific framework: <i>Please provide link to national/sector specific framework if this applies</i>		
Level A (Developing)	Level B (Practising)	Level C (Accomplished)
Required for this level	In addition to level A	In addition to levels A and B
Qualifications <ul style="list-style-type: none">A minimum of 5 GCSEs (grades 4-9), or equivalent level 2 qualification, including Maths and English	Qualifications	Qualifications <ul style="list-style-type: none">Evidence of ongoing continuous professional development (CPD)
Evidence requirements: <ul style="list-style-type: none">Certificates provided during recruitment	Evidence requirements to progress to level B:	Evidence requirements to progress to level C: <ul style="list-style-type: none">CPD evidence of increasing skills, knowledge and behaviours for the role logged by individual with statement from manager evidencing stretch.
Knowledge <ul style="list-style-type: none">An awareness of confidentiality and data protection procedures.An awareness of equality, diversity and inclusion	Knowledge <ul style="list-style-type: none">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.	Knowledge <ul style="list-style-type: none">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.
Evidence requirements (knowledge): <ul style="list-style-type: none">Describe your understanding of GDPR and how you have applied best practice in your role.Describe your understanding of equality, diversity and inclusion and provide a practical example to demonstrate your understanding.	Evidence requirements (knowledge): <ul style="list-style-type: none">Provide 2 examples demonstrating how key legislation and policies such as The Care Act 2014 Section 14 – Charging for Care and Support, Section 17, Financial Assessment, Section 69 Recovery of Charges, Section 70 Transfer of Assets to avoid charges, Schedule 1 Deferred payment agreements, and Medway Council charging policy and ASC debt recovery policy apply to your role.Provide 2 examples to demonstrate your understanding of the procedures and practices relevant to the service area and own area of work.	Evidence requirements (knowledge): <ul style="list-style-type: none">Provide 3 examples to demonstrate your understanding of the 7 principles of GDPR and best practice in relation to information sharing.Demonstrate your understanding of a range of procedures and practices you have used in your role. Provide details of the policy and/or procedure, explain why they are used, how they have been applied and what you have learned from using them.

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<u>Experience</u> <ul style="list-style-type: none"> • Experience of providing administrative support to a team. • Experience of undertaking routine data entry with care and accuracy. 	<u>Experience</u> <ul style="list-style-type: none"> • Experience of supporting with printing multiple copies of documents. • Experience of dealing with confidential and sensitive data. 	<u>Experience</u> <ul style="list-style-type: none"> • 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.
<u>Evidence requirements (experience):</u> <ul style="list-style-type: none"> • Describe your experience of providing administrative support to a team and an example of how you have supported others in your role. • Provide an example where you have used data entry in your role and how you ensured information was entered accurately. 	<u>Evidence requirements (experience):</u> <i>Minimum of 12 months experience at level 2A for career progression applications, evidenced by HR records and/or performance appraisal documents.</i> <ul style="list-style-type: none"> • Provide 2 examples evidencing how you supported a team or colleague with printing multiple copies of client charging invoice and all other administrative tasks within the service. • Provide a reflective account to demonstrate how you manage sensitive data, and how you ensure accuracy. 	<u>Evidence requirements (experience):</u> <i>Minimum of 24 months experience at level 2B for career progression applications evidenced by HR records and/or performance appraisal documents.</i> <ul style="list-style-type: none"> • Provide 3 examples where you have analysed information and considered alternative solutions i.e. Provide examples of how you investigate records in mosaic including the financial assessment, the purchased services in mosaic, my plan and integra to respond to clients or their representative who contact the council with questions about why they are being charged. • Provide 3 examples where you have provided a comprehensive administrative service. • Provide 3 examples to demonstrate where you have accurately / correctly updated records on electronic filing systems.
<u>Skills</u> <ul style="list-style-type: none"> • Proficient use of Microsoft Word, Excel, Teams and Outlook. • Effectively exchange basic information, both orally and in writing. • Ability to always maintain confidentiality. • A flexible approach and team player. 	<u>Skills</u> <ul style="list-style-type: none"> • 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. 	<u>Skills</u> <ul style="list-style-type: none"> • 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.
<u>Evidence requirements (skills):</u> <ul style="list-style-type: none"> • Competent user of ICT software packages, e.g. able to use Outlook, write letters, emails, spreadsheets, reports and put together a presentation on PowerPoint, evidenced through application, and interview questions. • Oral and written skills to be evidence through application and interview. • Provide an example of how you maintain confidentiality in your role and the steps you take to prevent any breaches. • Provide an example where you had to adapt quickly to a change and collaborate with others to successfully achieve a shared goal. 	<u>Evidence requirements (skills):</u> <ul style="list-style-type: none"> • Provide 2 written manager observations that demonstrate your ability display strong interpersonal skills and a confident, professional telephone manner. • Provide 2 examples to demonstrate the approach you take and the tools or systems you use to organise and prioritise workload to achieve deadlines. • Provide 2 examples of the computerised and manual filing systems you have used. Describe how you manage confidentiality and security of those in line with GDPR principles and Data protection, and how you maintain accuracy through archiving, audit etc. 	<u>Evidence requirements (skills):</u> <ul style="list-style-type: none"> • Provide 3 examples to evidence your ability to work independently, requesting support and guidance where required. E.g. a client disputes a charge and presents legal documents, a contested power of attorney, you understand the 7 GDPR principles and the limitations of your role and refer to your line manager for advice. • Provide 3 practical examples to demonstrate your commitment to equality, diversity and inclusion. This could be how you treat people fairly, challenged discrimination, adapted your approach to meet diverse needs, made communication accessible etc.

MPR3	Job Title: Income Officer	
Duties: <ul style="list-style-type: none">• Liaise with individuals who require care, and Senior Practitioners and Social Workers to source, arrange and amend packages of care, placements in residential and nursing homes and supported living services.• Work closely with commissioning to identify gaps in the market and the provider quality assurance team to address any quality concerns that are brought to their attention.• To negotiate with providers to arrive at a fair cost of care.• To adhere to the policies and procedures set out to ensure that appropriate standards are met and value for money is achieved in the procurement and delivery of services.		
Sector Specific framework: <i>Please provide link to national/sector specific framework if this applies</i>		
Level A (Developing)	Level B (Practising)	Level C (Accomplished)
Required for this level	In addition to level A	In addition to levels A and B
<u>Qualifications</u> <ul style="list-style-type: none">• A minimum of 5 GCSEs (grades 4-9), or equivalent level 2 qualification, including Maths and English.	<u>Qualifications</u>	<u>Qualifications</u> <ul style="list-style-type: none">• Evidence of continuous professional development.
<u>Evidence requirements:</u> <ul style="list-style-type: none">• Certificates provided during recruitment.	<u>Evidence requirements to progress to level B:</u>	<u>Evidence requirements to progress to level C:</u> <ul style="list-style-type: none">• CPD evidence of increasing skills, knowledge and behaviours for the role logged by individual with statement from manager evidencing stretch.
<u>Knowledge</u> <ul style="list-style-type: none">• 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.	<u>Knowledge</u> <ul style="list-style-type: none">• 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.	<u>Knowledge</u> <ul style="list-style-type: none">• 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.
<u>Evidence requirements (knowledge):</u> <ul style="list-style-type: none">• Describe your understanding of the Care Act 2014, Mental Capacity Act 2005, DWP legislation and safeguarding policies and provide an example of how you have applied this knowledge in practice.• Describe your understanding of information governance, record retention, confidentiality issues and GDPR, and an example of how you have applied this in practice.• Provide an example where you have applied financial procedures relating to income, payment, debt and direct payment monitoring.	<u>Evidence requirements (knowledge):</u> <ul style="list-style-type: none">• Provide 2 examples that evidence how you have applied the Care Act 2014, the Mental Capacity Act 2005, DWP legislation and safeguarding policies and processes in your day-to-day work.• Provide 2 examples that evidence how you applied the 7 principles of GDPR in your day-to-day work.• Provide 2 examples that evidence how you have applied equality, diversity and inclusion in your day-to-day work. i.e. Communicating clearly and respectfully with diverse clients, supporting clients with disabilities or cognitive impairments, being sensitive to cultural and religious needs, promoting inclusive access to services and challenging discrimination or bias.	<u>Evidence requirements (knowledge):</u> <ul style="list-style-type: none">• Provide 3 examples where you have clearly used your detailed knowledge of ASC Charging and Debt Policy in your role.• Provide 3 examples where you have applied your detailed knowledge of client care charging account reconciliation, specifically in relation to Adult Social care Charging Framework, Accounts and reconciliation procedures and how to analyse and verify invoices for accuracy, reconcile payments made to care providers with client contributions, identify and resolve discrepancies in accounts, maintain accurate financial records and audit trails• Provide 3 examples to highlight your knowledge of safeguarding vulnerable adults. Specifically, your understanding of the principles of safeguarding adults under the Care Act 2014 recognising signs of abuse or neglect, especially financial abuse or exploitation, how to respond appropriately if a safeguarding concern is disclosed or

	<ul style="list-style-type: none"> Provide 2 examples to evidence your deep practical understanding of how Mosaic and integra systems function and how to use them effectively in your role. 	<p>suspected. and how you have applied this in your role. Your understanding of how financial hardship, debt or confusion about charges may be an indicator of wider safeguarding issues.</p>
Experience <ul style="list-style-type: none"> Experience of working with a large volume of data in excel. 	Experience <ul style="list-style-type: none"> 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. 	Experience <ul style="list-style-type: none"> 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.
Evidence requirements (experience): <ul style="list-style-type: none"> Provide a practical example where you have been required to work with a high volume of data using excel. 	Evidence requirements (experience): <i>Minimum of 12 months experience at level 3A for career progression applications, evidenced by HR records and/or performance appraisal documents.</i> <ul style="list-style-type: none"> Provide 2 examples where you have provided advice and guidance relating to adult social care charging. Provide 2 examples where you have thoroughly analysed complex information, consideration alternative solutions, and successfully adapted to a new way of working. Describe the situation, the actions you took and the outcome. Provide a range of examples to demonstrate your experience of using Mosaic and Integra within your role. 	Evidence requirements (experience): <i>Minimum of 24 months experience at level 3B for career progression applications, evidenced by HR records and/or performance appraisal documents.</i> <ul style="list-style-type: none"> Provide 3 examples where you have supported the induction of less experienced members of the team and advised other teams on the income and debt process. Provide 3 examples where you have advised other teams on the income and debt process. Describe the context and outcome. Provide 3 examples where you have provided clients with tailored account breakdowns, explain how you know they understood the information they were presented or how you have tailored the communication to help them understand. Provide 3 examples where you have negotiated affordable payment plans with clients or their financial representative. Outline your approach and outcomes.
Skills <ul style="list-style-type: none"> 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. 	Skills <ul style="list-style-type: none"> 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. 	Skills <ul style="list-style-type: none"> 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.

	<ul style="list-style-type: none"> • 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. 	
<p>Evidence requirements (skills):</p> <ul style="list-style-type: none"> • Competent user of ICT software packages, e.g. Able to use Outlook, write letters, emails, spreadsheets, reports and put together a presentation on PowerPoint, evidenced through application, and interview questions. • Provide examples of a range of tasks you have undertaken in a similar role, adhering to procedures. • Provide an example where you have used written and numerical skills to present a report including financial costings. • Provide examples where you have used a range of communication methods to convey information. • Describe how you prioritise your workload ensuring timescales are adhered. 	<p>Evidence requirements (skills):</p> <ul style="list-style-type: none"> • Provide 2 case examples to demonstrate how you have effectively communicated with others and presented complex information such as complete breakdown of a client account over a period of years where, the chargeable amount has varied that has been reconciled in an understandable way. • Provide 2 examples where you have considered adapting services to meet customer needs, including at least 1 example of working with other agencies. • Provide a minimum of 2 examples to demonstrate your ability to build strong relationships with the team but also with stakeholders and customers. • Provide 2 examples where you have needed to plan and respond positively to change. • Provide 2 case examples where you have monitored the impact of decisions, taken account of risks and taken ownership of actions. For example, where a client has contacted you regarding an incorrect charge and you have sought to resolve the issue by contacting the financial assessment team and Brokerage Team to investigate and resolve the issue and feed back to the client. • Provide 2 examples where you have supported or contributed to the resolution of complaints, ensuring responses were delivered within the required timescales. i.e. email correspondence with the complaint responder, complaint response notification sent via SCCM. • Provide 2 case examples to demonstrate how you ensure you comply with Data protection and GDPR in your day-to-day work. 	<p>Evidence requirements (skills):</p> <ul style="list-style-type: none"> • Provide 3 examples to demonstrate your understanding of how teams and other services work together and where proactive assistance has been provided to colleagues. • Provide 3 examples to demonstrate: <ul style="list-style-type: none"> (a) how you maintain composure and effectiveness in challenging situations and steps (b) how you seek opportunities for growth and identify personal development needs. • Provide 3 case examples where you have made well informed decisions to resolve a problem in complex situations.

MPR3	Job Title: Direct Payment Monitoring Officer	
Duties: <ul style="list-style-type: none">To monitor and reconcile financial accounts received from Direct Payment recipients, checking that usage complies with policy.Adhere to Medway Council Debt process, applying technical knowledge of legislation and policy where necessary to undertake investigations into service users who fail to repay their surplus funds/contribution.Contribute to safeguarding vulnerable adults’ meetings, where financial abuse is suspected to have taken place from the direct payment bank account.		
Sector Specific framework: Please provide link to national/sector specific framework if this applies		
Level A (Developing)	Level B (Practising)	Level C (Accomplished)
Required for this level	In addition to level A	In addition to levels A and B
Qualifications <ul style="list-style-type: none">A minimum of 5 GCSEs (grades 4-9), or equivalent level 2 qualification, including Maths and English.	Qualifications	Qualifications <ul style="list-style-type: none">Evidence of ongoing continuous professional development.
Evidence requirements: <ul style="list-style-type: none">Certificates provided during recruitment.	Evidence requirements to progress to level B:	Evidence requirements to progress to level C: <ul style="list-style-type: none">CPD evidence of increasing skills, knowledge and behaviours for the role logged by individual with statement from manager evidencing stretch.
Knowledge <ul style="list-style-type: none">An understanding of adult social care.An understanding of safeguarding vulnerable adults.Working knowledge of financial procedures relating to direct payments.	Knowledge <ul style="list-style-type: none">Knowledge and understanding of the Care Act 2014, Mental Capacity Act 2005, DWP legislation and safeguarding policies and processes.Demonstrable knowledge of direct payments and Personal Budgets legislation and guidance.Understanding of financial liabilities when employing care staff directly.	Knowledge <ul style="list-style-type: none">Demonstrable knowledge of ASC Charging and Debt Policy and Direct Payments.In depth knowledge of the Direct Payment audit process and requirements.
Evidence requirements (knowledge): <ul style="list-style-type: none">Describe your understanding of adult social care and how this applies to the role.Describe your understanding of safeguarding vulnerable adults and the steps you would take to address concerns.Describe how you have applied financial procedures relating to direct payments.	Evidence requirements (knowledge): <ul style="list-style-type: none">Provide 2 examples that evidence how you have applied the Care Act 2014, the Mental Capacity Act 2005, DWP legislation and safeguarding policies and processes regulations in your day-to-day work.Provide 2 examples where you have applied your knowledge of direct payments and Personal Budgets legislation and guidance.Provide 2 examples where you have applied your understanding of financial liabilities when employing care staff directly.	Evidence requirements (knowledge): <ul style="list-style-type: none">Provide 3 examples to demonstrate where you have applied your knowledge of ASC Charging and Debt Policy and Direct Payments.Provide 3 examples to demonstrate where you have applied your in-depth knowledge of the Direct Payment audit process.
Experience <ul style="list-style-type: none">Previous experience of working in financial administration.	Experience <ul style="list-style-type: none">Demonstrable experience of providing general information, advice and guidance on internal policies and proceduresDemonstrable experience of thoroughly analysing information to conclude an audit.Demonstrable experience in the use of Mosaic and Integra.	Experience <ul style="list-style-type: none">Experience in supporting the induction of new members of the team and advise other teams on the DP audit process.Demonstrable experience where you have used initiative to investigate and identified suspected unauthorised expenditure

		<ul style="list-style-type: none"> • Demonstrable experience of negotiating affordable payment plans with clients or their financial representative. • Experience of preparing global reports for health colleagues
Evidence requirements (experience): <ul style="list-style-type: none"> • Provide a brief description demonstrating your experience of working in financial administration. 	Evidence requirements (experience): <i>Minimum of 12 months experience at level 3A for career progression applications evidenced by HR records and/or performance appraisal documents.</i> <ul style="list-style-type: none"> • Provide 2 examples to demonstrate your where you have provided 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. • Provide 2 examples where you have analysed information to conclude an audit. • Provide 2 examples to demonstrate your knowledge and experience of using Mosaic and Integra. 	Evidence requirements (experience): <i>Minimum of 24 months experience at level 3B for career progression applications evidenced by HR records and/or performance appraisal documents.</i> <ul style="list-style-type: none"> • Provide 3 examples where you have supported the induction of new members of the team and advised other teams on DP audit process. • Provide 3 case examples where you have identified suspected unauthorised expenditure and acted upon concerns. • Provide 3 examples where you have negotiated affordable payment plans with clients or their financial representative. • Provide 3 case examples where you have prepared global reports for health colleagues showing detailed analysis of patient's usage of direct payments.
Skills <ul style="list-style-type: none"> • Proficient in the 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 manage time effectively, planning own workload and setting appropriate objectives and deadlines. 	Skills <ul style="list-style-type: none"> • Excellent communication skills with the ability to present complex information in an understandable way. • 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 prepare individual reports and the analysis of Direct Payment spend, monitor usage and reconcile account balances. 	Skills <ul style="list-style-type: none"> • Ability to demonstrate and understanding of how teams work with other services and take a proactive approach towards helping others. • Ability to identify and act on own development needs.
Evidence requirements (skills): <ul style="list-style-type: none"> • Competent user of ICT software packages, e.g. Able to use Outlook, write letters, emails, spreadsheets, reports and put together a presentation on PowerPoint, evidenced through application, and interview questions. • Provide examples of a range of tasks you have undertaken in a similar role, adhering to procedures. • Provide an example where you have used written and numerical skills to present a report including financial costings. • Describe how you prioritise your workload ensuring timescales are adhered. 	Evidence requirements (skills): <ul style="list-style-type: none"> • Provide 2 case examples to demonstrate how you have effectively communicated with others and presented complex information in an understandable way. • Provide 2 examples to demonstrate where you have adapted services to meet customer needs and worked with other agencies, where necessary. • Provide 2 examples where you have prepared individual reports and analysed the Direct Payment spend, usage and reconciled account balances. 	Evidence requirements (skills): <ul style="list-style-type: none"> • Provide 3 examples to demonstrate your understanding of how teams and other services work together and where proactive assistance has been provided to colleagues. • Provide 3 examples to demonstrate how you seek opportunities for growth and identify personal development needs.

MPR4	Job Title: Senior Debt Management Officer	
Duties: <ul style="list-style-type: none">To be responsible for the administering and collection of the ASC Debt Recovery Section in an efficient and effective manner and in accordance with all relevant legislation and regulations on behalf of Medway Council.To train and develop the Debt Recovery Team members as well as other staff within the Financial Operations Team. in respect of legislation, systems and procedures concerning the ASC Debt Recovery process to maintain a good service to our customers.To provide expert advice concerning the administration of payment plans and ASC debt recoveryTo represent the Council at the Magistrates/County court.Maintain up to date knowledge of legislative changes in the Care Act, with regards to the recovery of ASC Debt.		
Sector Specific framework: <i>Please provide link to national/sector specific framework if this applies</i>		
Level A (Developing)	Level B (Practising)	Level C (Accomplished)
Required for this level	In addition to level A	In addition to levels A and B
<u>Qualifications</u> <ul style="list-style-type: none">A minimum of 5 GCSEs (grades 4-9), or equivalent level 2 qualification, including Maths and English.	<u>Qualifications</u>	<u>Qualifications</u> <ul style="list-style-type: none">Evidence of ongoing continuous professional development.
<u>Evidence requirements:</u> <ul style="list-style-type: none">Certificates provided during recruitment.	<u>Evidence requirements to progress to level B:</u>	<u>Evidence requirements to progress to level C:</u> <ul style="list-style-type: none">CPD evidence of increasing skills, knowledge and behaviours for the role logged by individual with statement from manager evidencing stretch.
<u>Knowledge</u> <ul style="list-style-type: none">Understanding of the welfare benefit system.Detailed knowledge of client care charging account reconciliation.Awareness of ASC debt policy and processes.Awareness of safeguarding vulnerable adults.	<u>Knowledge</u> <ul style="list-style-type: none">Demonstrable knowledge of ASC debt policy and processes.Demonstrable knowledge of safeguarding vulnerable adults.Comprehensive knowledge of the Care Act and ASC charging and debt recovery policy.Comprehensive knowledge of relevant debt recovery administration including statutory requirements.	<u>Knowledge</u> <ul style="list-style-type: none">In depth knowledge of the theory of debt recovery.In depth knowledge of ASC pathways and processes.In depth knowledge of community organisations that specialise in debt management.
<u>Evidence requirements (knowledge):</u> <ul style="list-style-type: none">Describe your understanding of the welfare benefit system and how this applies to the role.Provide an example where you have applied reconciliation relating to client care charging,Describe your understanding of the ASC debt policy and processes relevant to this role.Describe your understanding of safeguarding vulnerable adults and the steps you would take to address concerns.	<u>Evidence requirements (knowledge):</u> <ul style="list-style-type: none">Provide 2 examples to evidence your knowledge of ASC debt policy and processes.Provide 2 examples where you have identified and escalated a safeguarding concern ensuring the appropriate support.Provide 2 examples to demonstrate your understanding of how the Care Act underpins the legal framework for charging and recovering debts.Provide 2 examples where you have managed ASC debt recovery, ensuring all statutory steps were followed.	<u>Evidence requirements (knowledge):</u> <ul style="list-style-type: none">Provide 3 examples to demonstrate your understanding and application of theory relating to debt recovery.Provide 3 examples to demonstrate fully understanding and application of the ASC pathways and processes.Provide 3 examples to demonstrate your understanding of the range of community organisations available and how they complement ASC debt recovery. <p>The above evidence can be supported through correct application of knowledge through your direct work with service users.</p>

Experience <ul style="list-style-type: none"> Experience of working in the field of debt recovery. Demonstrable experience in negotiating successful outcomes to establish full payment of arrears and payment plans. 	Experience <ul style="list-style-type: none"> Demonstrable ability to mentor and develop less experienced members of the team and advise other teams on the ASC debt recovery process. Experience of providing training on a 1:1 basis. 	Experience <ul style="list-style-type: none"> A minimum of 2 years' experience in credit control/debt recovery. Experience of identifying and escalating team performance issues which could be leading to wider organisational concerns and present potential solutions.
Evidence requirements (experience): <ul style="list-style-type: none"> Describe your experience of working in the field of debt recovery. Provide an example where you have negotiated with individuals to achieve a satisfactory outcome relating to payment arrears. 	Evidence requirements (experience): <i>Minimum of 12 months experience at level 4A for career progression applications evidenced by HR records and/or performance appraisal documents.</i> <ul style="list-style-type: none"> Provide 2 examples where you have mentored and developed less experienced members of the team and briefed other teams on the ASC debt recovery process. Provide 2 examples where you have personally delivered 1:1 training to a colleague, adapting the pace and content to suit their learning style. 	Evidence requirements (experience): <i>Minimum of 24 months experience at level 3B for career progression applications evidenced by HR records and/or performance appraisal documents.</i> <ul style="list-style-type: none"> Experience evidenced through work history, this could be job application or internal records. Provide 3 examples where you have identified and escalated team performance issues that were impacting overall service delivery.
Skills <ul style="list-style-type: none"> Proficient in the use of Microsoft Word, Excel, Teams and Outlook. Full UK driving licence and access to a vehicle – the Council is committed to making reasonable adjustments so whilst this job requires the post holder to drive your application will still be considered if you are unable to drive due to a disability. Excellent communication skills with the ability to present complex information in an understandable way. 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. Negotiation and financial awareness. 	Skills <ul style="list-style-type: none"> Ability to demonstrate and 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. Ability to identify and act on own development needs. Ability to undertake work that requires a range of imaginative solutions and responses, involving application of fresh and innovative thinking. Ability to effectively manage client relationships on a face-to-face basis to discuss and agree affordable debt repayment plans. 	Skills <ul style="list-style-type: none"> Demonstrable skills in providing bespoke training for individuals. Ability to encourage and sign post clients to organisations that will support them with debt management. Ability to identify and manage risk including use of risk assessment.
Evidence requirements (skills): <ul style="list-style-type: none"> Competent user of ICT software packages, e.g. Able to use Outlook, write letters, emails, spreadsheets, reports and put together a presentation on PowerPoint, evidenced through application, and interview questions. Full UK driving licence – the Council is committed to making reasonable adjustments so whilst this job requires the post holder to drive your application will still be considered if you are unable to drive due to a disability. Provide examples to demonstrate well developed communication skills, written and verbal, including ability to convey information to individuals and the team Provide an example where you have demonstrated excellent customer care by adapting services to meet customer needs. 	Evidence requirements (skills): <ul style="list-style-type: none"> Provide 2 examples to demonstrate how you have worked collaboratively with other teams to help others. Provide 2 examples that demonstrate your ability remain calm, solution focused and supported in difficult situations. Provide 2 examples to demonstrate how you seek opportunities for growth and identify personal development needs. Provide 2 examples where you have applied creative thinking to overcome challenges and improve efficiency. Provide 2 examples where you have effectively managed client relationships on a face-to-face basis to discuss and agree affordable debt repayment plans. i.e. supervision documents, 	Evidence requirements (skills): <ul style="list-style-type: none"> Provide 3 examples where you have designed and delivered a tailored training session for a team member, adapting the content to their learning style and role requirements. Provide 3 examples to demonstrate your up-to-date knowledge of local and national support services that support with debt management and clearly support and signpost clients. Provide an example where you have identified risk and applied risk assessment tools to mitigate and monitor risk.

Commented [rj2]: The wording here would sit better in a job advert - the skill is ability to drive

Commented [rj3]: As above - evidence would then be driving licence and access to a vehicle for work purposes (adjustments can be made where necessary, but that isn't needed in the CPF)

<ul style="list-style-type: none"> Provide an example where you have negotiated successfully. Describe the context and outcome achieved. 	<p>notes from visits, Mosaic/ Integra notes and management oversight. Feedback from client.</p>	
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MPR4	Job Title: Senior Direct Payment Monitoring Officer	
Duties: <ul style="list-style-type: none">Reconcile individual health budgets, prepare monthly and quarterly analysis reports for health of direct payment spend, monitoring usage and account balances, identify any money to be reclaimed from bank accounts and reclaim.Adhere to Medway Council Debt process, applying technical knowledge of legislation and policy where necessary to undertake investigations into service users who fail to repay their surplus funds/contribution.Attend and contribute to safeguarding vulnerable adults’ meetings where financial abuse is suspected to have taken place from the direct payment bank account.Manage complex cases and assist team members with any queries they have with their audits.		
Sector Specific framework: <i>Please provide link to national/sector specific framework if this applies</i>		
Level A (Developing)	Level B (Practising)	Level C (Accomplished)
Required for this level	In addition to level A	In addition to levels A and B
<u>Qualifications</u> <ul style="list-style-type: none">A minimum of 5 GCSEs (grades 4-9), or equivalent level 2 qualification, including Maths and English.	<u>Qualifications</u>	<u>Qualifications</u> <ul style="list-style-type: none">Evidence of ongoing continuous professional development.
<u>Evidence requirements:</u> <ul style="list-style-type: none">Certificates provided during recruitment.	<u>Evidence requirements to progress to level B:</u>	<u>Evidence requirements to progress to level C:</u> <ul style="list-style-type: none">CPD evidence of increasing skills, knowledge and behaviours for the role logged by individual with statement from manager evidencing stretch.
<u>Knowledge</u> <ul style="list-style-type: none">Demonstrable knowledge of financial liabilities when employing care staff directlyDemonstrable knowledge of ASC debt policy and processes.Detailed knowledge of the Direct Payment audit processes and requirements.Demonstrable knowledge of safeguarding vulnerable adults.	<u>Knowledge</u> <ul style="list-style-type: none">Comprehensive knowledge of the Care Act, Personal Budgets and Direct Payments.Knowledge of continuing health care funding and personal health budgets for direct payments.Knowledge of the transfer from/to local authority funding from/to health in relation to direct payment audit.	<u>Knowledge</u> <ul style="list-style-type: none">In depth knowledge of the theory of debt recovery.In depth knowledge of ASC pathways and processes.
<u>Evidence requirements (knowledge):</u> <ul style="list-style-type: none">Provide an example of how you applied your knowledge of financial liabilities when employing care staff directly.Provide an example where you have applied ASC debt policy and processes.Provide an example where you have applied your knowledge of Direct Payment audit processes and requirements.	<u>Evidence requirements (knowledge):</u> <ul style="list-style-type: none">Provide 2 examples to demonstrate your comprehensive knowledge of the Care Act, Personal Budgets and Direct Payments.Provide 2 examples to demonstrate how you have applied your knowledge of continuing health care funding and personal health budgets for direct payments in your role.	<u>Evidence requirements (knowledge):</u> <ul style="list-style-type: none">Provide 3 examples to demonstrate your understanding and application of theory relating to debt recovery.Provide 3 examples to demonstrate your understanding and application of the ASC pathways and processes. <p>The above evidence can be supported through correct</p>

<ul style="list-style-type: none"> Describe your understanding of safeguarding vulnerable adults and the steps you would take to address concerns. 	<ul style="list-style-type: none"> Provide 2 examples to demonstrate your knowledge and understanding of the transfer from/to local authority funding from/to health in relation to direct payment audit. 	<p>application of knowledge through your direct work with service users.</p>
<p>Experience</p> <ul style="list-style-type: none"> Experience of working in a financial environment in relation to direct payments. Demonstrable experience of thoroughly analysing information to conclude an audit. Demonstrable experience of providing in depth information, advice and guidance on internal policies and procedures relating to finance and interpretation of these in relation to specific circumstances. Experience of preparing global reports for health colleagues showing detailed analysis of patient's usage of direct payments. 	<p>Experience</p> <ul style="list-style-type: none"> Demonstrable ability to mentor and develop less experienced members of the team and advise other teams on the DP audit process. Experience of providing training on a 1:1 basis. Demonstrable experience in holding a deadline with Health regarding transferring the client to a Personal Health Budget. Demonstrable experience of negotiating affordable payment plans with clients or their financial representative 	<p>Experience</p> <ul style="list-style-type: none"> Experience of identifying and escalating team performance issues which could be leading to wider organisational concerns and present potential solutions. Experience of reviewing and amending existing policies and procedures relating to direct payment monitoring.
<p>Evidence requirements (experience):</p> <ul style="list-style-type: none"> Summarise your experience of working in a financial environment in relation to direct payments. Provide an example where you have thoroughly analysed information to conclude an audit. Provide an example where you have provided in depth information, advice and guidance on internal policies and procedures relating to finance. Summarise your experience of preparing global reports for health colleagues including detailed analysis of patient's usage of direct payments. 	<p>Evidence requirements (experience):</p> <p><i>Minimum of 12 months experience at level 4A for career progression applications evidenced by HR records and/or performance appraisal documents.</i></p> <ul style="list-style-type: none"> Provide 2 examples where you have mentored and developed less experienced members of the team and briefed other teams on the DP audit process. Provide 2 examples where you have personally delivered 1:1 training to a colleague, adapting the pace and content to suit their learning style. Provide 2 examples where you have coordinated with Health to ensure a timely transfer of a client to a Personal Health budget. Provide 2 examples where you have negotiated affordable payment plans with clients or their financial representative. 	<p>Evidence requirements (experience):</p> <p><i>Minimum of 24 months experience at level 3B for career progression applications evidenced by HR records and/or performance appraisal documents.</i></p> <ul style="list-style-type: none"> Provide 3 examples where you have identified and escalated team performance issues that were impacting overall service delivery. Provide 3 examples of policies and procedures you have personally reviewed and amended in relation to direct payment monitoring.
<p>Skills</p> <ul style="list-style-type: none"> Proficient in the use of Microsoft Word, Excel, Teams and Outlook. Full UK driving licence and access to a vehicle – the Council is committed to making reasonable adjustments so whilst this job requires the post holder to drive your application will still be considered if you are unable to drive due to a disability. Excellent communication skills with the ability to present complex information in an understandable way. 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. 	<p>Skills</p> <ul style="list-style-type: none"> Ability to demonstrate and 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. Ability to identify and act on own development needs. Ability to undertake work that requires a range of imaginative solutions and responses, involving application of fresh and innovative thinking. Ability to effectively manage client relationships on a face-to-face basis to discuss and agree affordable debt repayment plans. 	<p>Skills</p> <ul style="list-style-type: none"> Demonstrable skills in the management of staff to ensure maximum accuracy and productivity. Ability to identify and manage risk including use of risk assessment.

Commented [rj4]: Please see previous comment and adjust accordingly

<p>Evidence requirements (skills):</p> <ul style="list-style-type: none">• Competent user of ICT software packages, e.g. Able to use Outlook, write letters, emails, spreadsheets, reports and put together a presentation on PowerPoint, evidenced through application, and interview questions.• Copy of full UK driving licence provided as part of recruitment compliance.• Provide an example where you have effectively communicated with others and presented complex information in an understandable way.• Provide an example where you have demonstrated excellent customer care by adapting services to meet customer needs.	<p>Evidence requirements (skills):</p> <ul style="list-style-type: none">• Provide 2 examples to demonstrate how you have worked collaboratively with other teams to help others.• Provide 2 examples that demonstrate your ability remain calm, solution focused and supported in difficult situations.• Provide 2 examples to demonstrate how you seek opportunities for growth and identify personal development needs.• Provide 2 examples where you have applied creative thinking to overcome challenges and improve efficiency.• Provide 2 examples where you have effectively managed client relationships on a face-to-face basis to discuss and agree affordable debt repayment plans. i.e. supervision documents, notes from visits, Mosaic/ Integra notes and management oversight. Feedback from client.	<p>Evidence requirements (skills):</p> <ul style="list-style-type: none">• Provide examples where you implemented a structured supervision and quality assurance process to measure accuracy and productivity.• Provide an example where you have identified risk and applied risk assessment tools to mitigate and monitor risk.
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Commented [rj5]: This would be fine for the role above too

FINANCE OPERATIONS

MPR5	Job Title: Team Manager – Finance Operations		
Duties: <ul style="list-style-type: none">• Provide effective leadership, supporting the Finance Operations Team to deliver effective and efficient services within the team and ensuring that statutory responsibilities are met through high quality practice.• Provide day to day management of the team and be responsible for managing competing priorities, ensuring a safe service and promoting staff wellbeing.• Provide cover in the absence of the Operations Manager and for other Team Managers as and when required to effectively deliver services and maintain business continuity.			
Sector Specific framework: <i>Please provide link to national/sector specific framework if this applies</i>			
Level A (Developing)		Level B (Practising)	
Required for this level		In addition to level A	
Qualifications <ul style="list-style-type: none">• Educated to A Level, or equivalent, at grade C or above in Maths and English.		Qualifications <ul style="list-style-type: none">• Working towards Level 5 in Leadership and Management or equivalent.	
Evidence requirements: <ul style="list-style-type: none">• Certificates provided during recruitment.		Evidence requirements to progress to level B: <ul style="list-style-type: none">• Training records will demonstrate the individual is working towards a management qualification.	
Knowledge <ul style="list-style-type: none">• Detailed knowledge and experience in the application of relevant legislation, statutory guidance, standards and procedures relating		Knowledge <ul style="list-style-type: none">• Knowledge and understanding of the appraisal process.• Significant experience and knowledge of the Adult Social Care Statutory Framework.	
		Level C (Accomplished)	
		In addition to levels A and B	
		Qualifications <ul style="list-style-type: none">• Level 5 in Leadership and Management or equivalent.• Evidence of ongoing continuous professional development.	
		Evidence requirements to progress to level C: <ul style="list-style-type: none">• Level 5 certificate of completion.• CPD evidence of increasing skills, knowledge and behaviours for the role logged by individual with statement from manager evidencing stretch.	
		Knowledge <ul style="list-style-type: none">• Detailed understanding of changes to legislation and practices across the social care sector.	

<p>to Adult Social Care including Financial Assessment, Charging, Deferred Payments, Debt Recovery and Mental Capacity Act 2005.</p> <ul style="list-style-type: none"> • Knowledge and experience in the application of national policies and development relating to Adult's Social Care income and debt policy areas and the impact on people and their families • Knowledge and understanding of equality and diversity and promotes this across the team. • A good understanding of GDPR legislation and best practice in relation to information sharing. • Knowledge and experience in the application of income and Debt recovery, deferred payment procedures. 	<ul style="list-style-type: none"> • Knowledge and understanding cultures, customs and values as well as the ability to work effectively with individuals from varying backgrounds and experience. • An understanding of budgetary management for the team. • Significant financial knowledge of managing high value budgets and income targets related to debt recovery. • Knowledge of escalation processes within the council. 	
<p><u>Evidence requirements (knowledge):</u></p> <ul style="list-style-type: none"> • Provide an example to demonstrate how you have applied your knowledge and experience of legislation, guidance, and procedures relating to Adult Social Care including Financial Assessment, Charging, Deferred Payments, Debt Recovery and Mental Capacity Act 2005. • Provide an example to demonstrate your knowledge and experience in applying national policies related to Adult's Social Care income and debt policy areas and the impact on people and their families. • Describe how you demonstrate your knowledge and understanding of equality and diversity in your role and provide examples of how you promote these values across the team. • Explain how you will apply your understanding of GDPR in this role. Provide examples that demonstrate your knowledge and how you ensure compliance. • Describe your knowledge and experience in applying income and debt recovery and deferred payment procedures within adult social care. Provide specific examples that demonstrate your understanding of relevant legislation and best practices. 	<p><u>Evidence requirements (knowledge):</u></p> <ul style="list-style-type: none"> • Provide 2 examples to demonstrate how you have applied the appraisal process across the team. • Provide 2 examples to demonstrate your understanding of the Adult Social Care Statutory Framework. • Provide 2 examples where you have collaborated with individuals from various cultural backgrounds and/or attended training to strengthen your understanding. • Provide examples of your understanding of budgetary management • Provide 2 examples to demonstrate your financial knowledge of managing high value budgets and income targets related to debt recovery. • Provide 2 examples where you have appropriately used the escalation process within the Council. 	<p><u>Evidence requirements (knowledge):</u></p> <ul style="list-style-type: none"> • Provide 3 examples to demonstrate an in-depth understanding of changes to legislation and practice across the social care sector. Explain how these changes have impacted your work.
<p><u>Experience</u></p> <ul style="list-style-type: none"> • Previous experience in social care income and debt recovery. • Experience of using supervision to monitor performance. • Experience of leading a team, promoting a positive nurturing culture and fostering a culture of understanding, collaboration, and inclusivity. • Experience of providing clear expectations around team and individual performance and sets clear SMART targets to achieve objectives within the team. • Experience of monitoring and identifying performance in relation to throughput of work both within the team and individual staff. 	<p><u>Experience</u></p> <ul style="list-style-type: none"> • Experience of using performance systems such as Power BI, Dashboard and Mosaic Reports. • Experience in understanding performance data and Identifying areas of concern, escalating and developing plans to improve, review and amend. • Experience in developing individuals and teams and creating opportunities for learning. • Experience of sustaining high quality supervision within the team, ensuring that supervision is regular and effective, identifying performance capabilities and implementing necessary training needs. 	<p><u>Experience</u></p> <ul style="list-style-type: none"> • Ability to make informed decisions; consider challenges from different perspectives, analyse potential outcomes, take calculated risks, and make decisions that help propel the team. • Experienced in identifying and escalating team performance issues which could be leading to wider organisational concerns and present potential solutions. • Experienced in understanding performance data and identifying areas of concern and escalating and developing plans to improve and review and amend where appropriate. • Experience of monitoring the quality of practice of the team and be accountable for improvements.

<ul style="list-style-type: none"> • Experience of providing oversight of high-risk cases and ensure they are managed effectively. • Experience of providing regular feedback to individuals, recognising excellence and supporting improvement. • Proven experience in understanding and interpreting data to measure teams' performance, identifying areas of concern and escalation appropriately. • Proven experience of providing regular high-quality supervision for all team members. 	<ul style="list-style-type: none"> • Experienced in providing guidance and advice to staff on management of high-risk cases and escalate as appropriate within reasonable timeframes to management. • Experience of managing staffing budget for the finance operations team, within available resources. • Experience of developing plans because of audit findings to support individuals to improve practice. • Experience of providing professional complaint responses within specified timescale. • Significant experience of developing synergies and partnerships within the organisation and with external partners. 	
<p>Evidence requirements (experience):</p> <ul style="list-style-type: none"> • Describe your previous experience in managing income and debt recovery within a social care setting. • Provide an example of how you have used supervision to monitor and improve team performance. • Provide an example of your experience leading a team where you promoted a positive and nurturing culture. Describe how you fostered understanding, collaboration and inclusivity among team members, and what was the impact on team performance or morale. • Provide an example where you provided clear expectations around team and individual performance, using SMART targets to help your team achieve its objectives. • Provide an example where you have monitored and identified performance in relation to the throughput of work, both at the team level and for individual staff members. Describe what tools or methods you used. • Provide an example of how you ensure high risk cases are managed effectively and the steps you took to support staff and safeguard individuals. • Provide an example of where you have provided regular feedback to team members, and how you recognised excellence and supported individuals in improving their performance. • Provide an example of how you use data to assess team performance, identify areas of concerns and escalate issues appropriately. • Provide an example of how you deliver regular, high-quality supervision, ensuring consistency and supporting individual development. 	<p>Evidence requirements (experience):</p> <p><i>Minimum of 12 months experience at level 5A for career progression applications evidenced by HR records and/or performance appraisal documents.</i></p> <ul style="list-style-type: none"> • Provide 2 examples of how you use performance systems such as power BI, dashboard and mosaic reports to produce quantitative or qualitative reports that include statistical information, exception reports and dashboard reports. • Provide 2 examples where you have used performance data to identify areas of concern, escalating and developing plans to improve, review and amend. • Provide 2 examples of how you have supported individual and team development and created opportunities for learning. • Provide 2 direct line manager observations to demonstrate the quality of supervision provided across the team and how you have supported individuals where there are performance concerns. • Provide 2 examples of where you have provided guidance and advice to staff on management of high-risk cases and escalated to management. • Provide 2 examples to demonstrate how you have effectively managed staffing budget within available resources. • Provide 2 examples of plans you have developed because of audit findings. How did these support individuals to improve practice. • Provide 2 examples of complaint responses you have personally drafted. • Provide 2 examples of where you have effectively collaborated both internally and externally to achieve outcomes. 	<p>Evidence requirements (experience):</p> <p><i>Minimum of 24 months experience at level 5B for career progression applications evidenced by HR records and/or performance appraisal documents.</i></p> <ul style="list-style-type: none"> • Provide 3 examples where you have made informed decisions; considered challenges from different perspectives, analysed potential outcomes, taken calculated risks, and made decisions that help propel the team. • Provide 3 examples where you identified and escalated team performance issues that may have contributed to broader organisational challenges. Describe what solutions you put forward. • Provide 3 examples where you have used performance data to identify areas of concern and developed plans to make improvements. • Provide 3 examples of where you have monitored the quality of practice of the team and been accountable for improvements.

<p>Skills</p> <ul style="list-style-type: none"> • Proficient in the use of Microsoft Word, Teams, Excel and Outlook. • Full UK driving licence – the Council is committed to making reasonable adjustments so whilst this job requires the post holder to drive your application will still be considered if you are unable to drive due to a disability. • Ability to maintain workforce morale and engagement, talent development and have proactive practices to manage workforce lifecycle. • Ability to use supervision to monitor performance using social care and finance electronic systems. • Ability to use varying methods of communication to effectively convey information, ideas and instructions to individuals and the team. • Ability to actively listen and provide/receive constructive feedback to/from individuals and the team aimed at achieving a positive culture. • Ability to engage and involve staff in organisational change. • Ability to effectively manage the workload including prioritising work and delivering outcomes within defined timescales. • Ability to identify and manage risk including use of risk assessment. • Promotes positive approaches to diversity, identity and equality. 	<p>Skills</p> <ul style="list-style-type: none"> • Ability to show support for changes that have been agreed corporately, irrespective of own views. • Ability to build strong relationships with their team but also with stakeholders and customers. • Strong verbal and written communication skills together with the ability to adapt communication style to varying audiences. • Ability to negotiate, engage and persuade team members to collectively reach agreements and achieve outcomes. • Able to encourage team members to embrace change and meet goals. • Shows sound judgement in decision making, resolving problems and providing direction in complex and sensitive situations. • Innovative and able to recognise and develop potential for doing things differently. 	<p>Skills</p> <ul style="list-style-type: none"> • Ability to effectively escalate both internally and externally when appropriate. • Ability to manage and make decisions with complex work, where there are elements of conflict present • Ability to maintain strong relationships with the team but also with stakeholders and customers. • Ability to make informed decisions; consider challenges from different perspectives, analyse potential outcomes, take calculated risks, and make decisions that help propel the team. • Ability to identify and escalate team performance issues which could be leading to wider organisational concerns and present potential solutions.
<p>Evidence requirements (skills):</p> <ul style="list-style-type: none"> • Competent user of ICT software packages, e.g. Able to use Outlook, write letters, emails, spreadsheets, reports and put together a presentation on PowerPoint, evidenced through application, and interview questions. • Copy of full UK driving licence provided as part of recruitment compliance. • Provide examples how you have maintained workforce morale and engagement, supported talent development, and implemented proactive practices. • Provide an example of how you have used supervision to monitor staff performance using social care and finance electronic systems. • Provide examples where you have used a range of communication methods to convey information. • Provide an example demonstrating how you have actively listened and given or received constructive feedback either individually or within a team to build a positive and supportive workplace culture. • Provide an example where you have actively engaged and encouraged staff during organisational change. • Provide an example of how you effectively manage a demanding workload, how you prioritise tasks and ensure outcomes are delivered within timescales. • Provide an example where you identified and managed risk. 	<p>Evidence requirements (skills):</p> <ul style="list-style-type: none"> • Provide 2 examples of where you demonstrated support for changes that have been agreed corporately, irrespective of own views. • Provide 2 examples of where you have developed strong relationships with team, stakeholders and customers. • Provide examples to demonstrate your verbal and written communication skills. • Provide 2 examples of where you have negotiated, engaged and persuaded team members to collectively reach agreements and achieve outcomes. • Provide 2 examples where you have encouraged team members to embrace change and meet goals. • Provide 2 examples of where you have demonstrated sound judgement in decision making, resolving problems and providing direction in complex and sensitive situations. • Provide 2 examples where you have demonstrated innovation in your role and implemented change. 	<p>Evidence requirements (skills):</p> <ul style="list-style-type: none"> • Provide 3 examples of where you have had to escalate both internally and externally and the rationale for doing so. • Provide 3 examples of where you have made decisions with complex work, where there are elements of conflict present. • Provide 3 examples of your ability to maintain relationships with stakeholders and customers. • Provide 3 examples where you made an informed decision; considered challenges from different perspectives, analysed potential outcomes, took calculated risks, and made decisions that helped propel the team. • Provide 3 examples where you have identified and escalated team performance and presented potential solutions.

Commented [rj6]: Please see previous comments

<ul style="list-style-type: none">• Provide an example of how you promote positive approaches to diversity, identity and equality.		
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CLIENT FINANCIAL AFFAIRS

MPR4	Job Title: Client Financial Affairs Officer	
Duties: <ul style="list-style-type: none">Apply to the DWP/COP to secure finances and benefit entitlement and Act on behalf of the Corporate Deputy/Appointee to manage the finances for ASC clients who are assessed to lack mental capacity to manage their own finances. See Job Profile for full duties.		
Sector Specific framework: <i>Please provide link to national/sector specific framework if this applies</i>		
Level A (Developing)	Level B (Practising)	Level C (Accomplished)
Required for this level	In addition to level A	In addition to levels A and B
Qualifications <ul style="list-style-type: none">A minimum of 5 GCSEs (grades 4-9), or equivalent level 2 qualification, including Maths and English.	Qualifications <ul style="list-style-type: none">APAD Accreditation qualification	Qualifications <ul style="list-style-type: none">Evidence of ongoing continuous professional development.
Evidence requirements: <ul style="list-style-type: none">Certificates provided during recruitment	Evidence requirements to progress to level B: <ul style="list-style-type: none">Certificate provided	Evidence requirements to progress to level C: <ul style="list-style-type: none">CPD evidence of increasing skills, knowledge and behaviours for the role logged by individual with statement from manager evidencing stretch.
Knowledge <ul style="list-style-type: none">Awareness of key policies, legislation and statutory guidance for adult social care.Knowledge and understanding of the Care Act 2014, Mental Capacity Act 2005, 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 appropriate to the role.Familiarity of available service and community assets to support individuals.Knowledge of DWP legislation.Knowledge of Deputyship Standards.	Knowledge <ul style="list-style-type: none">Ability to apply knowledge and experience in the application of relevant legislation, statutory guidance, standards and procedures relating to Adult Social Care including the Care Act 2014, Mental Capacity Act 2005.Knowledge of the Court of Protections procedures and application of the Office of the Public Guardian standards.Demonstrate skills and knowledge to contribute effectively to the safeguarding process.Be aware and challenge organisational cultures that may lead to poor practice in safeguarding.A good understanding of equality, diversity and inclusion.Knowledge of sources of benefit income and entitlement.	Knowledge <ul style="list-style-type: none">Detailed knowledge and experience in the application of relevant legislation, statutory guidance, standards and procedures relating to the Care Act and Mental Capacity Act.Detailed knowledge and understanding of working with vulnerable adults.

Commented [rj7]: Court of Protection? (Not 100% or would have changed myself)

<p>Evidence requirements (knowledge):</p> <ul style="list-style-type: none"> • Provide an example to demonstrate your awareness of key policies, legislation and statutory guidance within adult social care. • Provide specific examples of how you have applied your knowledge relating to the Care Act 2014, Mental Capacity Act 2005, DWP legislation and safeguarding policies in your role. • Provide an example to demonstrate your awareness of information governance and GDPR. • Provide practical examples of how you have applied financial procedures in your role. • Describe a range of service and community assets available to support individuals. • Describe your understanding of DWP legislation. • Describe your knowledge of Deputyship Standards and how they apply to this role. 	<p>Evidence requirements (knowledge):</p> <ul style="list-style-type: none"> • Provide 2 examples where you have applied your knowledge and experience in relation to the Care Act 2014 and Mental Capacity Act 2005. • Provide 2 examples where you have applied your knowledge of the Court of Protections procedures and application of the Office of the Public Guardian standards. • Provide 2 examples to where you have applied your knowledge to contribute effectively to the safeguarding process. • Provide 2 examples where you have identified and challenged aspects of organisational culture that could have led to poor safeguarding practice. • Provide 2 examples where you have applied your understanding of equality, diversity and inclusion in your work. • Provide 2 examples where you have applied your knowledge relating to sources of benefit income and entitlement. 	<p>Evidence requirements (knowledge):</p> <ul style="list-style-type: none"> • Provide 3 examples explaining how you have applied the Care Act 2014 and the Mental Capacity Act 2005 in your practice, demonstrating your understanding of the relevant legislation, statutory guidance and procedures. • Provide 3 examples where you have applied your knowledge and understanding of working with vulnerable adults and how you have ensured their needs are met while promoting their rights and independence.
<p>Experience</p> <ul style="list-style-type: none"> • Experience of securing benefit income. • Experienced in managing finances/income and expenditure. • Experience of working with vulnerable adults. 	<p>Experience</p> <ul style="list-style-type: none"> • Experience in identifying budget implications for an individual while meeting essential outcomes. • Ability to effectively manage and maximise a client's finances/capital and assets. • Experience of preparing appropriate reports and statements for the Office of the Public Guardian and the Court of Protection. • Experience of ensuring the Protection of Property process is completed satisfactorily. • Experience of participating and providing advice on steps in adult safeguarding meetings. 	<p>Experience</p> <ul style="list-style-type: none"> • Experienced in making informed decisions, considering challenges from different perspectives, analysing potential outcomes, and taking appropriate action to safeguard client finances. • Experience of negotiating and engaging with internal and external partners to achieve the required financial outcomes for appointeeship and deputyship clients. • Experience of mentoring and supporting the learning of less experienced staff, sharing knowledge, for example, of client groups (OP, MH, LD) and resources. • Experience in taking action to secure the immediate safety of the adult at risk of abuse.
<p>Evidence requirements (experience):</p> <ul style="list-style-type: none"> • Provide an example of how you have secured benefit income for individuals. • Provide examples where you have managed finance. • Describe your experience of working with vulnerable adults. 	<p>Evidence requirements (experience):</p> <p><i>Minimum of 12 months experience at level 4A for career progression applications evidenced by HR records and/or performance appraisal documents.</i></p> <ul style="list-style-type: none"> • Provide 2 examples of where you have identified and managed budget implications while meeting essential outcomes for individuals. • Provide 2 examples where you have effectively managed and maximised a client's finances/capital and assets. • Provide 2 examples of reports and statements you have prepared for the Office of the Public Guardian and the Court of Protection. 	<p>Evidence requirements (experience):</p> <p><i>Minimum of 24 months experience at level 4B for career progression applications evidenced by HR records and/or performance appraisal documents.</i></p> <ul style="list-style-type: none"> • Provide 3 examples of where you have made an informed decision to safeguard a client's finances, considering different perspectives and potential outcomes. • Provide 3 examples where you have negotiated or collaborated with internal and external partners to achieve a positive financial outcome for a client under appointeeship or deputyship. • Provide 3 examples where you have mentored or supported less experienced colleagues, particularly in sharing your knowledge of different client groups and available resources.

Commented [rj8]: Can these be expanded

	<ul style="list-style-type: none"> • Provide 2 examples where you have applied the Protection of Property process satisfactorily. • Provide 2 examples where you have participated and provided advice on steps to be taken in adult safeguarding meetings. 	<ul style="list-style-type: none"> • Provide 3 case examples where you have taken action to secure the immediate safety of an adult at risk of abuse.
Skills <ul style="list-style-type: none"> • Proficient in the use of Microsoft Word, Excel, Teams and Outlook. • Full UK driving licence and access to a vehicle– the Council is committed to making reasonable adjustments so whilst this job requires the post holder to drive your application will still be considered if you are unable to drive due to a disability. • 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 utilise varying methods of communication to effectively convey information, ideas and instructions to individuals and the team. • Ability to show sound judgement in decision making, resolving problems in relation to Appointeeship and deputyship clients. • Ability to demonstrate compliance with data protection and GDPR. 	Skills <ul style="list-style-type: none"> • 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. • Ability to show sound judgement in decision making, resolving problems and providing direction in complex and sensitive situations. • Provides professional complaint responses within specified timescale. • Ability to effectively manage the workload including prioritising work and delivering outcomes within defined timescales. 	Skills <ul style="list-style-type: none"> • High level of analytical and data interpretation expertise and accurate attention to detail including a history of working to a high level of accuracy and problem solving. • Commitment to continually seek and implement improvements and helping others to cope with change. • Promotes positive approaches to diversity, identity and equality. • Ability to forward plan key activities throughout the year.
Evidence requirements (skills): <ul style="list-style-type: none"> • Competent user of ICT software packages, e.g. able to use Outlook, write letters, emails, spreadsheets, reports and put together a presentation on PowerPoint, evidenced through application, and interview questions. • Copy of full UK driving licence provided as part of recruitment compliance. • Provide an example where you have demonstrated excellent customer care by adapting services to meet customer needs. • Provide examples to demonstrate well developed communication skills, written and verbal, including ability to convey information to individuals and the team. • Provide an example where you demonstrated sound decision-making relation to the resolution of problems associated to Appointeeship and deputyship clients. • Provide an example to demonstrate how you comply with GDPR in your role. 	Evidence requirements (skills): <ul style="list-style-type: none"> • Provide 2 examples where you have developed strong relationships with the team, stakeholders and customers. • Provide 2 examples where you have needed to plan and adapt to unexpected changes in your work. • Provide 2 examples where you have monitored the impact of a decision you made, considered the associated risks, taken responsibility for the outcomes, and adjusted your own and others' work practices as needed. Describe how you managed this process and what was the outcome. • Provide 2 examples where you have demonstrated sound judgement in decision making, resolving problems and providing direction in complex and sensitive situations. • Provide 2 examples of complaints where you have personally provided a written response within a specified timescale. • Provide 2 examples where you effectively manage your workload whilst also prioritising work and delivering outcomes within defined timescales. 	Evidence requirements (skills): <ul style="list-style-type: none"> • Provide 3 examples where you have analysed and interpreted a high level of data and demonstrated attention to detail. • Provide examples where you have implemented improvements and helped others cope with change, including evaluation of the improvements • Provide 3 examples where you have promoted equality, diversity and inclusion in your work. Provide 3 examples to demonstrate how you forward plan and manage key activities across the year to ensure smooth service delivery and meet deadlines. • Provide examples where you have planned to achieve objectives/targets, including evaluation and key learnings.

Commented [rj9]: As previous

MPR5	Job Title: Client Financial Affairs Team Manager	
Duties: <ul style="list-style-type: none">• Provide strong and effective leadership, supporting the Client Financial Affairs team to deliver positive outcomes for Appointeeship and Deputyship clients.• To be responsible for the overall delivery of effective and efficient services within the team, managing competing priorities and ensuring that statutory responsibilities and OPG standards are met through high quality practice to ensure the service provided is safe and promotes staff wellbeing.• Provide cover in the absence of the Operations Manager and for other Team Managers as and when required to effectively deliver services and maintain business continuity.		
Sector Specific framework: <i>Please provide link to national/sector specific framework if this applies</i>		
Level A (Developing)	Level B (Practising)	Level C (Accomplished)
Required for this level	In addition to level A	In addition to levels A and B
Qualifications <ul style="list-style-type: none">• Educated to A Level, or equivalent, at grade C or above in Maths and English.	Qualifications <ul style="list-style-type: none">• Working towards Level 5 in Leadership and Management or equivalent.	Qualifications <ul style="list-style-type: none">• Level 5 in Leadership and Management or equivalent.• Evidence of ongoing continuous professional development.
Evidence requirements: <ul style="list-style-type: none">• Certificates provided during recruitment.	Evidence requirements to progress to level B: <ul style="list-style-type: none">• Training records will demonstrate the individual is working towards a management qualification.	Evidence requirements to progress to level C: <ul style="list-style-type: none">• Copy of Level 5 in Leadership and Management certificate or equivalent qualification.• CPD evidence of increasing skills, knowledge and behaviours for the role logged by individual with statement from manager evidencing stretch.
Knowledge <ul style="list-style-type: none">• Detailed knowledge and experience in the application of relevant legislation, statutory guidance, standards and procedures relating to Adult Social Care including the OPG Deputy Standards, Care Act 2014, Mental Capacity Act 2005, Mental Health Act 1983 and relevant housing legislation.• Knowledge and experience in the application of national policies and development relating to Adult’s Social Care policy areas and the impact on people and their families.• Knowledge and experience in the application of relevant theoretical frameworks, practice models, research findings and the application of psychological and human development theories.• Knowledge and experience in the application of Deputyship Standards.• Knowledge and understanding of equality and diversity and promotes this across the team.• A good understanding of GDPR legislation and best practice in relation to information sharing.	Knowledge <ul style="list-style-type: none">• Applied knowledge and understanding of the appraisal process.• Detailed and applied knowledge and understanding of the legislation and practices across the social care sector, CQC and the Office of the Public Guardian including any recent changes.• Detailed and applied knowledge of the Adult Social Care Statutory Framework• Knowledge of internal and external escalation processes and knowing when to utilise them.• Knowledge and understanding of cultures, customs and values as well as the ability to work effectively with individuals from varying backgrounds and experience.• Knowledge and understanding of the Council’s budget setting process.	Knowledge <ul style="list-style-type: none">• Extensive knowledge of Power BI.• Significant financial knowledge of managing high value budgets and income targets whilst managing demand.
Evidence requirements (knowledge): <ul style="list-style-type: none">• Provide an example to demonstrate how you have applied your knowledge and experience relating to Adult Social Care including the Care Act 2014, Mental Capacity Act 2005, Mental Health Act	Evidence requirements (knowledge): <ul style="list-style-type: none">• Provide 2 examples where you have applied the appraisal process across the team.	Evidence requirements (knowledge): <ul style="list-style-type: none">• Provide 3 examples to demonstrate your extensive knowledge of performance systems such as Power BI.

Commented [rj10]: What is this one please?

Commented [rj11R10]: Office of Public Guardian?
(general nudge to ensure first use of abbreviations/acronyms are expanded and then can use the shorted throughout)

<p>1983 and relevant housing legislation assessed via application and interview.</p> <ul style="list-style-type: none"> • Provide an example to demonstrate your knowledge and experience in applying national policies and development relating to Adult's Social Care policy and the impact on people and their families. • Provide an example where you have applied theoretical frameworks in your role. • Provide an example of how you have applied and used Deputyship Standards. • Describe how you demonstrate your knowledge and understanding of equality and diversity in your role and provide examples of how you promote these values across the team. • Provide an example of how you apply your understanding of GDPR legislation and best practice in your role. 	<ul style="list-style-type: none"> • Provide 2 examples where you have applied your knowledge and understanding of changes to legislation and practice across the social care sector, CQC and the Office of the Public Guardian. • Provide 2 examples where you have applied your knowledge and experience of the Adult Social Care Statutory Framework. • Provide 2 examples where you have appropriately used the internal and external escalation process. • Provide 2 examples where you have appropriately used the internal and external escalation process. Evidence may include supervision records, e-mail correspondence, exception reports. • Provide examples where you have applied your knowledge and understanding of budgetary management. 	<ul style="list-style-type: none"> • Provide 3 examples where you have managed high value budget and income targets, particularly in the context of managing demand for services.
<p>Experience</p> <ul style="list-style-type: none"> • Previous experience in Appointee/Deputyship, social care finance, finance or Personalisation or Brokerage and Quality Assurance. • Experience of using supervision to monitor performance using Mosaic or other similar system • Experience of leading a team and promoting a positive, nurturing culture and fostering a culture of understanding, collaboration, and inclusivity. • Experience of providing clear expectations around team and individual performance and sets clear SMART targets to achieve objectives within the team. • Experience of monitoring and identifying performance in relation to throughput of work both within the team and individual staff. • Experience of providing oversight of high-risk cases and ensuring they are managed effectively. • Proven experience in understanding and interpreting data to measure teams' performance, identifying areas of concern and escalation appropriately. • Provide an example where you have provided regular high-quality supervision for all team members. 	<p>Experience</p> <ul style="list-style-type: none"> • Experience of using performance systems such as Power BI, Dashboard and Mosaic Reports. • Experience in interrogating and analysing performance data to identify areas of concern, and then escalating, when applicable, and developing plans to improve, review and amend. • Experience in developing individuals and teams and creating opportunities for learning. • Experience of sustaining high-quality supervision within the team, ensuring that supervision is regular and effective, identifying performance capabilities and implementing necessary training needs. • Experienced in providing guidance and advice to staff on management of high-risk cases and escalating as appropriate within reasonable timeframes to management. • Experience of effectively managing staffing budget within available resources. • Experience of developing plans because of audit findings to support individuals to improve practice. • Experience of providing professional complaint responses within specified timescale. • Significant experience of developing synergies and partnerships within the organisation and with external partners. • Significant experience of dealing with Court Orders and the Office of the Public Guardian. 	<p>Experience</p> <ul style="list-style-type: none"> • Ability to make informed decisions; consider challenges from different perspectives, analyse potential outcomes, take calculated risks, and make decisions that help propel the team. • Experience of monitoring the quality of practice of the team and being accountable for delivering improvements.

<p>Evidence requirements (experience):</p> <ul style="list-style-type: none"> • Minimum of 4 years' experience in Appointee/Deputyship, social care finance, evidenced through application form and interview discussion. • Provide an example of how you have effectively used supervision to monitor performance using Mosaic. • Provide an example of your experience leading a team where you promoted a positive and nurturing culture. Describe how you fostered understanding, collaboration and inclusivity among team members, and what was the impact on team performance or morale. • Provide an example where you provided clear expectations around team and individual performance, using SMART targets to help your team achieve its objectives. • Provide an example where you have monitored and identified performance in relation to the throughput of work, both at the team level and for individual staff members. Describe what tools or methods you used. • Provide an example of how you ensure high risk cases are managed effectively and the steps you took to support staff and safeguard individuals. • Experience in understanding and interpreting data to measure teams' performance, identifying areas of concern and escalating where appropriately to be assessed via test. • Experience of providing regular high-quality supervision to be assessed via interview and application statement. 	<p>Evidence requirements (experience):</p> <p><i>Minimum of 12 months experience at level 5A for career progression applications evidenced by HR records and/or performance appraisal documents.</i></p> <ul style="list-style-type: none"> • Provide 2 examples of how you use performance systems such as power BI, dashboard and mosaic reports to produce quantitative or qualitative reports that include statistical information, exception reports and dashboard reports. • Provide 2 examples where you have used performance data to identify areas of concern, escalating and developing plans to improve, review and amend. • Provide 2 examples of how you have supported individual and team development and created opportunities for learning. • Provide 2 direct line manager observations to demonstrate the quality of supervision provided across the team and how you have supported individuals where there are performance concerns. • Provide 2 examples of where you have provided guidance and advice to staff on management of high-risk cases and escalated to management. • Provide 2 examples to demonstrate where you have effectively managed a staffing budget within available resources. • Provide 2 examples of plans you have developed because of audit findings. Describe how you supported individuals to improve practice. • Provide 2 examples of complaint responses you have personally drafted. • Provide 2 examples where you have effectively collaborated both internally and externally to achieve outcomes. • Provide 2 examples to demonstrate your experience of working with Court of Protection Orders and the Office of the Public Guardian, and how you have ensured compliance in your role. 	<p>Evidence requirements (experience):</p> <p><i>Minimum of 24 months experience at level 5B for career progression applications evidenced by HR records and/or performance appraisal documents.</i></p> <ul style="list-style-type: none"> • Provide 2 examples where you have made informed decisions; considered challenges from different perspectives, analysed potential outcomes, taken calculated risks, and made decisions that help propelled the team, e.g. Team action and improvement plans, supervision records, business cases and presentations to senior leadership team. • Provide 2 examples of where you have monitored the quality of practice of the team and been accountable for improvements, e.g. dashboard reports, Power BI, reports to senior leadership, application of the quality assurance framework.
<p>Skills</p> <ul style="list-style-type: none"> • Proficient in the use of Microsoft Word, Excel, Teams and Outlook. • Full UK driving licence and access to a vehicle– the Council is committed to making reasonable adjustments so whilst this job requires the post holder to drive your application will still be considered if you are unable to drive due to a disability. • Ability to maintain workforce morale and engagement, talent development and have proactive practices to manage workforce lifecycle. • Ability to utilise varying methods of communication to effectively convey information, ideas and instructions to individuals and the team. 	<p>Skills</p> <ul style="list-style-type: none"> • Ability to show support for changes that have been agreed corporately, irrespective of own views. • Ability to build strong relationships with team, stakeholders and customers. • Ability to negotiate, engage and persuade team members to collectively reach agreements and achieve outcomes. • Able to encourage team members to embrace change and meet goals. • Shows sound judgement in decision making, resolving problems and providing direction in complex and sensitive situations. 	<p>Skills</p> <ul style="list-style-type: none"> • Ability to effectively escalate both internally and externally when appropriate. • Ability to manage and make decisions with complex work, where there are elements of conflict present. • Ability to negotiate and engage with internal and external partners to achieve outcomes. • Ability to make informed decisions; consider challenges from different perspectives, analyse potential outcomes, take calculated risks, and make decisions that help propel the team. • Ability to identify and escalate team performance issues which could be leading to wider organisational concerns and present potential solutions.

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<ul style="list-style-type: none"> • Ability to actively listen and provide/receive constructive feedback to/from individuals and the team aimed at achieving a positive culture. • Ability to engage and involve staff in organisational change. • Ability to effectively manage the workload including prioritising work and delivering outcomes within defined timescales. • Ability to identify and manage risk including use of risk assessment. • Promote positive approaches to diversity, identity and equality. 	<ul style="list-style-type: none"> • Ability to interpret statistical data to improve service delivery, measure the team's performance and meet council's objectives. • Innovative and able to recognise and develop potential for doing things differently. • Strong verbal and written communication skills. • Ability to effectively communicate with the team and undertake challenging conversation as required. • Ability to adapt communication style to varying audiences. 	<ul style="list-style-type: none"> • Advanced safeguarding skills and practice.
<p>Evidence requirements (skills):</p> <ul style="list-style-type: none"> • Proficient in the use of Microsoft Word, Teams, Excel and Outlook. • Full UK driving licence – copy obtained as part of recruitment compliance. • Provide examples how you have maintained workforce morale and engagement, supported talent development, and implemented proactive practices. • Provide examples to demonstrate well developed communication skills, written and verbal, including ability to present information to stakeholders at various levels. • Provide an example demonstrating how you have actively listened and given or received constructive feedback either individually or within a team to build a positive and supportive workplace culture. • Provide an example where you have actively engaged and encouraged staff during organisational change. • Provide an example of how you effectively manage a demanding workload, how you prioritise tasks and ensure outcomes are delivered within timescales. • Provide an example where you have identified risk and applied risk assessment tools to mitigate and monitor risk. • Provide an example of how you promote positive approaches to diversity, identity and equality. 	<p>Evidence requirements (skills):</p> <ul style="list-style-type: none"> • Provide 2 examples where you have shown support and embedded change that has been agreed corporately, irrespective of own views. • Provide 2 examples demonstrating where you have developed strong relationships with team, stakeholders and customers. Evidence how you developed the positive working relationships, how you shared knowledge and experience and how you explore the potential for collaboration. • Provide 2 examples demonstrating where you have negotiated, engaged or persuaded team members to work together to achieve outcomes. • Provide 2 examples where you have encouraged team members to embrace change and meet goals. • Provide 2 examples where you demonstrated sound judgement in decision making, resolved problems and provided direction in complex and sensitive situations. • Provide 2 examples where you have used dashboard reports and team performance data to improve service delivery and measure the team's performance. • Provide an example where you presented an innovative solution in your role and implemented change effectively. • Provide management observations to evidence your ability to use strong verbal and written communication skills • Provide an example to demonstrate (a) how you effectively communicate with the team and (b) where you have had to have a challenging conversation. Describe your approach and outcome. • Provide examples where you have needed to adapt your communication style for different audiences. 	<p>Evidence requirements (skills):</p> <ul style="list-style-type: none"> • Provide 3 examples of where you have had to escalate both internally and externally and the rationale for doing so. • Provide 3 examples of where you have made decisions with complex work, where there are elements of conflict present. • Provide 3 examples where you have needed to negotiate and engage with internal and external partners to achieve outcomes, e.g. documented evidence of successful outcome and negotiation • Provide 3 examples where you made an informed decision; considered challenges from different perspectives, analysed potential outcomes, took calculated risks, and made decisions that helped propel the team e.g. e-mail responses, individual supervisions, team meeting minutes, business cases. • Provide 3 examples where you have identified and escalated team performance and presented potential solutions, e.g. team performance data analysis, team improvement plans, reports to senior management. • Provide 3 examples of where you have applied advanced practice skills in relation to safeguarding, assessments, reviews and mental capacity. Describe the actions taken and the outcome.

Financial Assessment Team

MPR4	Job Title: Financial Assessment Officer	
Duties: <ul style="list-style-type: none">Conduct financial assessments and annual reviews under the Council’s Charging Policies, by visit and through desk-based work, in accordance with defined legislation, procedures and timescales so that the Council may correctly charge for social services care packages.To work out contributions in line with the Council’s Fairer Charging Policies, Charging Regulations and Accommodation Guidelines, Care Act 2014, Third Party Policy and offer practical assistance and advice with the relevant welfare benefit claim processes.		
Sector Specific framework: <i>Please provide link to national/sector specific framework if this applies</i>		
Level A (Developing)	Level B (Practising)	Level C (Accomplished)
Required for this level	In addition to level A	In addition to levels A and B
<u>Qualifications</u> <ul style="list-style-type: none">A minimum of 5 GCSEs (grades 4-9), or equivalent level 2 qualification, including Maths and English	<u>Qualifications</u>	<u>Qualifications</u> <ul style="list-style-type: none">Evidence of ongoing continuous professional development.
<u>Evidence requirements:</u> <ul style="list-style-type: none">Qualification requirements relating to GCSE’s or equivalent qualification to be evidenced using application and original certificates as part of the onboarding process.	<u>Evidence requirements to progress to level B:</u>	<u>Evidence requirements to progress to level C:</u> <ul style="list-style-type: none">CPD evidence of increasing skills, knowledge and behaviours for the role logged by individual with statement from manager evidencing stretch.
<u>Knowledge</u> <ul style="list-style-type: none">Knowledge of the Care Act and Mental Capacity Act 2005.Knowledge of safeguarding policies and procedures.Knowledge of DWP legislation.Awareness of information governance, record retention, and confidentiality issues.	<u>Knowledge</u> <ul style="list-style-type: none">Ability to apply knowledge and experience in the application of relevant legislation, statutory guidance, standards and procedures relating to the Care Act, Mental Capacity Act and Safeguarding Vulnerable Adults.Extensive knowledge, experience and understanding of working with vulnerable adults.Extensive knowledge of Social Care and Financial Assessment legislation, guidance and practice relevant to service users and care.Working knowledge of the Council’s financial procedures appropriate to Adult Social Care Charging Policy.Knowledge of General Data Protection Regulations (GDPR).Knowledge of an individual’s benefit entitlement and how this will impact the financial assessment.	<u>Knowledge</u> <ul style="list-style-type: none">Detailed knowledge and experience in the application of relevant legislation, statutory guidance, standards and procedures relating to the Care Act and Mental Capacity Act and Safeguarding Vulnerable Adults and SEND.
<u>Evidence requirements (knowledge):</u> <ul style="list-style-type: none">Provide an example where you have applied your knowledge of the Care Act and Mental Capacity Act 2005.Provide an example where you have applied safeguarding policies and procedures. Describe the context and outcome.	<u>Evidence requirements (knowledge):</u> <ul style="list-style-type: none">Provide 2 examples where you have applied your knowledge and experience in relation to the Care Act 2014, Mental Capacity Act 2005 and Safeguarding Vulnerable Adults.	<u>Evidence requirements (knowledge):</u> <ul style="list-style-type: none">Provide 3 examples of how you have applied your knowledge and experience in the application of relevant legislation, statutory guidance, standards and procedures relating to the Care Act and Mental Capacity Act and Safeguarding Vulnerable Adults and SEND

<ul style="list-style-type: none"> • Provide an example where you have applied your knowledge of DWP legislation in your role. • Describe how you have applied information governance, record retention, and discretion in your role. 	<ul style="list-style-type: none"> • Provide 2 examples where you have applied your extensive knowledge, experience and understanding of working with vulnerable adults. • Provide 2 examples where you have applied your extensive knowledge of Social Care and Financial Assessment legislation, guidance and practice relevant to service users and care. • Provide 2 examples where you have applied the Council's financial procedures appropriate to Adult Social Care Charging Policy. • Provide 2 examples where you have applied General Data Protection Regulations (GDPR) in your role. • Provide 2 examples to demonstrate your knowledge of an individual's benefit entitlement and how it impacts the financial assessments. 	
Experience <ul style="list-style-type: none"> • Practical experience of financial administration and carrying out numerical calculations. • Experience of working with vulnerable adults. 	Experience <ul style="list-style-type: none"> • Ability to contribute to team plans and objective setting, initiating ideas for managing their own and others' workloads. • Experience of providing advice and guidance in relation to financial assessment process. • Experience of providing advice and guidance in relation to welfare benefits. 	Experience <ul style="list-style-type: none"> • Demonstrable experience of providing direction, mentoring and training other team members. • Extensive experience of taking initiative in situations, able to identify own development needs and able to coach and work with others to share best practice and new knowledge. • Significant experience of completing all types of financial assessments.
Evidence requirements (experience): <ul style="list-style-type: none"> • Describe your experience of providing financial administration and carrying out numerical calculations. • Describe your experience of working with vulnerable adults. What was your role and how did you ensure their needs were met effectively. 	Evidence requirements (experience): <i>Minimum of 12 months experience at level 4A evidenced by HR records and/or performance appraisal documents.</i> <ul style="list-style-type: none"> • Provide 2 examples where you have contributed to team plans and objective setting, initiating ideas for managing own and other workloads. • Provide 2 examples where you have provided advice and guidance in relation to financial assessment process. • Provide 2 examples where you have provided advice and guidance in relation to welfare benefits. 	Evidence requirements (experience): <i>Minimum of 24 months experience at level 4B evidenced by HR records and/or performance appraisal documents.</i> <ul style="list-style-type: none"> • Provide 3 examples where you have provided support, mentoring and training to other team members. • Provide 3 examples where you have identified your own development needs and coached and worked with others to share best practice and new knowledge. • Provide a range of examples to demonstrate your breadth of experience in completing all types of financial assessments.
Skills <ul style="list-style-type: none"> • Proficient in the use of Microsoft Word, Excel, Teams and Outlook. • Full UK driving licence – the Council is committed to making reasonable adjustments so whilst this job requires the post holder to drive your application will still be considered if you are unable to drive due to a disability. • Ability to demonstrate excellent customer care skills, with experience of adapting services, where possible, to meet customer 	Skills <ul style="list-style-type: none"> • Ability to deal with high levels of work-related pressure e.g. deadlines, interruptions, and conflicting demands. • Ability to effectively prioritise and time manage own work to ensure important and high priority work areas are completed with precision. • Ability to coordinate or train other employees providing direction, monitoring progress, and empowering them to achieve objectives. 	Skills <ul style="list-style-type: none"> • Ability to collaborate effectively with departments to align strategies with broader objectives and drive organisational success. • Ability to present key facts and information and provide a detailed rationale for actions taken. • Well developed negotiation skills with evidence of savings. • Ability to maintain well established relationships with providers.

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<p>needs and can take the initiative to work with other agencies where necessary.</p> <ul style="list-style-type: none"> • Excellent communication skills with the ability to present complex and/or sensitive information in an understandable way. • Ability to maintain effective and efficient financial administrative systems ensuring that office procedures are adhered to. • Ability to work under pressure and respond effectively to rapidly changing priorities and deadlines. • Ability to demonstrate compliance with Data protection and GDPR. 	<ul style="list-style-type: none"> • Demonstrable ability to use own judgement and creativity to assess complex issues. • Ability to use performance systems such as Power BI, Dashboard, Care Cubed and Mosaic Reports to analyse information and action accordingly. 	
<p>Evidence requirements (skills):</p> <ul style="list-style-type: none"> • Competent user of ICT software packages, e.g. Able to use Outlook, write letters, emails, spreadsheets, reports and put together a presentation on PowerPoint, evidenced through application, and interview questions. • Full UK driving licence – copy obtained as part of recruitment compliance. • Provide an example where you have demonstrated excellent customer care by adapting services to meet customer needs. • Provide an example where you have effectively communicated with others and presented complex information in an understandable way. • Provide an example where you have set up and maintained an efficient financial administrative system. • Provide an example where you have managed multiple high priority tasks or deadlines. Describe how you managed the pressure and the outcome. • Provide an example where you have complied with Data protection and GDPR in your day-to-day work. 	<p>Evidence requirements (skills):</p> <ul style="list-style-type: none"> • Provide 2 examples of how you have dealt with high levels of work-related pressure e.g. deadlines, interruptions, and conflicting demands. • Provide 2 examples where you have had multiple tasks or deadlines to manage. Describe how you prioritised your work and what strategies you used to ensure tasks were completed on time. • Provide 2 examples where you were responsible for training or coordinating others. Describe how you provided direction, monitored progress and supported others to achieve their goals. • Provide 2 examples where you faced a complex or ambiguous problem. Describe how you used your judgment and creativity to assess the situation and decide on a course of action. • Provide examples to demonstrate how you have used performance systems such as Power BI, Dashboard, Care Cubed and Mosaic Reports to analyse information and act on findings. 	<p>Evidence requirements (skills):</p> <ul style="list-style-type: none"> • Provide 3 examples where you have worked collaboratively with departments to align strategies and drive organisational success. • Provide 3 examples where you have presented key facts and information and provided a detailed rationale for actions taken. • Provide 3 examples of where you have undertaken negotiations and achieved savings. • Provide 3 examples of strategies/approaches you have used to maintain relationships with providers.

MPR5	Job Title: Financial Assessment Team Manager	
Duties: <ul style="list-style-type: none">Co-ordinate all aspects of the Financial Assessment team, ensuring staff adhere to charging regulations and procedures as detailed in the Care and Support Statutory guidance issued under the Care Act 2014 and the Care and Support Charging and Assessment Regulations 2014 and subsequently Medway Council policies.Provide day to day management of the team and be responsible for managing competing priorities, ensuring a safe service and promoting staff wellbeing.Provide cover in the absence of the Personalisation and Client Finance Lead and for other Team Managers as and when required in order to effectively deliver services and maintain business continuity.		
Sector Specific framework: Please provide link to national/sector specific framework if this applies		
Level A (Developing)	Level B (Practising)	Level C (Accomplished)
Required for this level	In addition to level A	In addition to levels A and B
<u>Qualifications</u> <ul style="list-style-type: none">Educated to A Level, or equivalent, at grade C or above in Maths and English.	<u>Qualifications</u> <ul style="list-style-type: none">Working towards Level 5 in Leadership and Management or equivalent qualification.	<u>Qualifications</u> <ul style="list-style-type: none">Level 5 in Leadership and Management or equivalent qualification.Evidence of ongoing continuous professional development.

Evidence requirements: <ul style="list-style-type: none"> Qualification requirements relating to A level or equivalent qualification to be evidenced using application and original certificates as part of the onboarding process. 	Evidence requirements to progress to level B: <ul style="list-style-type: none"> Training records will demonstrate the individual is working towards a management qualification. 	Evidence requirements to progress to level C: <ul style="list-style-type: none"> Level 5 in Leadership and Management or equivalent qualification CPD evidence of increasing skills, knowledge and behaviours for the role logged by individual with statement from manager evidencing stretch.
Knowledge <ul style="list-style-type: none"> Detailed knowledge and experience in the application of relevant legislation, statutory guidance, standards and procedures relating to Adult Social Care including the OPG Deputy Standards, Care Act 2014, Mental Capacity Act 2005, Mental Health Act 1983 and relevant housing legislation. Knowledge and experience in the application of national policies and development relating to Adult's Social Care policy areas and the impact on people and their families. Knowledge and experience in the application of relevant theoretical frameworks, practice models, research findings and the application of psychological and human development theories. Knowledge and understanding of equality and diversity and promotes this across the team. A good understanding of GDPR legislation and best practice in relation to information sharing. Knowledge and experience in the application of Deputyship Standards. 	Knowledge <ul style="list-style-type: none"> Knowledge and understanding of the appraisal process. Detailed knowledge and understanding of changes to legislation and practices across the social care sector and the Office of the Public Guardian. Knowledge of internal and external escalation processes and an understanding of when to utilise them. Knowledge and understanding of cultures, customs and values as well as the ability to work effectively with individuals from varying backgrounds and experience. An understanding of budgetary management. 	Knowledge <ul style="list-style-type: none"> Significant knowledge and experience of the Adult Social Care Statutory Framework. Significant financial knowledge of managing high value budgets and income targets whilst managing demand.
Evidence requirements (knowledge): <ul style="list-style-type: none"> Provide an example to demonstrate how you have applied your knowledge and experience of legislation, guidance, and procedures relating to Adult Social Care, including Care Act 2014, Mental Capacity Act 2005, Mental Health Act 1983 and housing. Provide an example to demonstrate your knowledge and experience in applying national policies related to Adult Social Care. Describe how these policies impact the lives of individuals and their families. Provide an example where you have applied theoretical frameworks and/or psychological and human development theories. Provide an example to demonstrate your knowledge and understanding of equality and diversity and how you promote this across the team. Provide an example where you have applied GDPR legislation and best practice in relation to information sharing. 	Evidence requirements (knowledge): <ul style="list-style-type: none"> Provide 2 examples to demonstrate your understanding and application of the appraisal process across the team. Provide 2 examples to demonstrate how you stay up to date with changes in legislation and best practice across the social care sector and how you have applied this knowledge in your work. Can articulate the escalation process within the council and provide examples of when to use them. Provide 2 examples where you have collaborated with individuals from various cultural backgrounds and/or attended training to strengthen your understanding. Provide examples to demonstrate your knowledge and understanding of budgetary management. 	Evidence requirements (knowledge): <ul style="list-style-type: none"> Provide 3 examples to demonstrate your breadth of knowledge and application of the Adult Social Care Statutory Framework. Provide 3 examples to demonstrate how you manage high value budget and income targets, particularly in the context of managing demand for services.

<ul style="list-style-type: none"> Describe how you have applied the Deputyship standards in your role, particularly in ensure decision are made in the best interests of the person lacking capacity. 		
<p><u>Experience</u></p> <ul style="list-style-type: none"> Previous experience in Appointee/Deputyship, social care financial assessments and charging, Experience of using supervision to monitor performance. Experience of leading a team, promoting a positive nurturing culture and fostering a culture of understanding, collaboration, and inclusivity. Experience of providing clear expectations around team and individual performance and sets clear SMART targets to achieve objectives within the team. Experience of monitoring and identifying performance in relation to throughput of work both within the team and individual staff. Experience of providing oversight of high-risk cases and ensure they are managed effectively. Proven experience in understanding and interpreting data to measure teams' performance, identifying areas of concern and escalation appropriately. Proven experience of providing regular high-quality supervision for all team members. Experience of ensuring quality of practice within the team by effectively implementing the Quality Assurance Framework 	<p><u>Experience</u></p> <ul style="list-style-type: none"> Experience of using performance systems such as Power BI, Dashboard and Mosaic Reports. Experience in understanding performance data and Identifying areas of concern, escalating and developing plans to improve, review and amend. Experience in developing individuals and teams and creating opportunities for learning. Experience of sustaining high quality supervision within the team, ensuring that supervision is regular and effective, identifying performance capabilities and implementing necessary training needs. Experienced in providing guidance and advice to staff on management of high-risk cases and escalate as appropriate within reasonable timeframes to management. Experience of managing staffing budget for the brokerage team, within available resources. Experience of developing plans because of audit findings to support individuals to improve practice. Experience of providing professional complaint responses within specified timescale. Significant experience of developing synergies and partnerships within the organisation and with external partners. Significant experience of dealing with Court Orders and the OPG. Experience of observing senior staff in their role as supervisors to ensure quality. Experience of utilising 3-way supervision as a means of mediation and support. 	<p><u>Experience</u></p> <ul style="list-style-type: none"> Ability to make informed decisions; consider challenges from different perspectives, analyse potential outcomes, take calculated risks, and make decisions that help propel the team. Experience of monitoring the quality of practice of the team and be accountable for improvements. Ability to identify and escalate team performance issues which could be leading to wider organisational concerns and present potential solutions. Experienced in understanding performance data and identifying areas of concern and escalating and developing plans to improve and review and amend where appropriate. Experienced in setting team measures to improve performance, identifying potential concerns, resource availability and process effectiveness. Ability to negotiate and engage with internal and external partners to achieve outcomes and embed the use of community partner and charity organisations.
<p><u>Evidence requirements (experience):</u></p> <ul style="list-style-type: none"> Minimum of 4 years' experience in Appointee/Deputyship, social care financial assessments and charging, evidenced through application form and interview discussion. Provide an example of how you have effectively used supervision to monitor performance. Provide an example of your experience leading a team where you promoted a positive and nurturing culture. Describe how you fostered understanding, collaboration and inclusivity among team members, and what was the impact on team performance or morale. 	<p><u>Evidence requirements (experience):</u></p> <p><i>Minimum of 12 months experience at level 5A for career progression applications evidenced by HR records and/or performance appraisal documents.</i></p> <ul style="list-style-type: none"> Provide 2 examples of how you use performance systems such as power BI, dashboard and mosaic reports to produce quantitative or qualitative reports that include statistical information, exception reports and dashboard reports. Provide 2 examples where you have used performance data to identify areas of concern, escalating and developing plans to improve, review and amend. 	<p><u>Evidence requirements (experience):</u></p> <p><i>Minimum of 24 months experience at level 5B for career progression applications evidenced by HR records and/or performance appraisal documents.</i></p> <ul style="list-style-type: none"> Provide 2 examples where you have made informed decisions; considered challenges from different perspectives, analysed potential outcomes, taken calculated risks, and made decisions that help propelled the team, e.g. Team action and improvement plans, supervision records, business cases and presentations to senior leadership team.

<ul style="list-style-type: none"> • Provide an example where you provided clear expectations around team and individual performance, using SMART targets to help your team achieve its objectives. • Provide an example where you have monitored and identified performance in relation to the throughput of work, both at the team level and for individual staff members. Describe what tools or methods you used. • Provide an example of how you ensure high risk cases are managed effectively and the steps you took to support staff and safeguard individuals. • Provide an example where you have used data to measure your team's performance and identify areas of concerns. Describe how you escalated or addressed the issues appropriately. • Provide an example of how you deliver regular, high-quality supervision, ensuring consistency and supporting individual development. • Provide an example where you have used a Quality Assurance Framework to monitor and improve the quality of practice within a team. 	<ul style="list-style-type: none"> • Provide 2 examples of how you have supported individual and team development and created opportunities for learning. • Provide 2 direct line manager observations to demonstrate the quality of supervision provided across the team and how you have supported individuals where there are performance concerns. • Provide 2 examples of where you have provided guidance and advice to staff on management of high-risk cases and escalated to management. • Provide 2 examples to demonstrate where you have effectively managed a staffing budget within available resources. • Provide 2 examples of plans you have developed because of audit findings to support individuals improve practice. • Provide 2 examples of complaint responses you have personally drafted. • Provide 2 examples where you have effectively collaborated both internally and externally to achieve outcomes. • Provide 2 examples where you have managed Court Orders and the OPG. • Provide 2 examples where you have observed practice of senior staff and provided feedback to ensure quality of practice. • Provide 2 examples of where you have used 3-way supervision to mediate a challenging situation and support staff. Describe the situation, how you managed the process and the outcome. 	<ul style="list-style-type: none"> • Provide 2 examples of where you have monitored the quality of practice of the team and been accountable for improvements. • Provide 3 examples where you have identified and escalated team performance and presented potential solutions, e.g. team performance data analysis, team improvement plans, reports to senior management. • Provide 3 examples where you have used performance data to identify areas of concern, escalating and developing plans to improve, review and amend. • Provide 3 examples where you implemented performance measures for your team, identified areas for improvement and ensured resources were used effectively. • Provide 3 examples where you have needed to negotiate and engage with internal and external partners to achieve outcomes.
Skills <ul style="list-style-type: none"> • Proficient in the use of Microsoft Word, Teams, Excel and Outlook. • Full UK driving licence – the Council is committed to making reasonable adjustments so whilst this job requires the post holder to drive your application will still be considered if you are unable to drive due to a disability. • Ability to maintain workforce morale and engagement, talent development and have proactive practices to manage workforce lifecycle. • Ability to actively listen and provide/receive constructive feedback to/from individuals and the team aimed at achieving a positive culture. • Ability to engage and involve staff in organisational change. • Ability to effectively manage the workload including prioritising work and delivering outcomes within defined timescales. • Ability to identify and manage risk including use of risk assessment. • Promote positive approaches to diversity, identity and equality. 	Skills <ul style="list-style-type: none"> • Ability to show support for changes that have been agreed corporately, irrespective of own views. • Ability to build strong relationships with team, stakeholders and customers. • Ability to negotiate, engage and persuade team members to collectively reach agreements and achieve outcomes. • Able to encourage team members to embrace change and meet goals. • Shows sound judgement in decision making, resolving problems and providing direction in complex and sensitive situations. • Ability to interpret statistical data to improve service delivery, measure the team's performance and meet council objectives. • Innovative and able to recognise and develop potential for doing things differently. • Strong verbal and written communication skills. Ability to adapt communication style to varying audiences. • Ability to effectively communicate with the team and undertake challenging conversation as required. 	Skills <ul style="list-style-type: none"> • Ability to effectively escalate both internally and externally when appropriate. • Ability to manage and make decisions with complex work, where there are elements of conflict present. • Ability to negotiate and engage with internal and external partners to achieve outcomes. • Ability to make informed decisions; consider challenges from different perspectives, analyse potential outcomes, take calculated risks, and make decisions that help propel the team. • Ability to identify and escalate team performance issues which could be leading to wider organisational concerns and present potential solutions. • Advanced practice skills in relation to safeguarding. • Ability to maintain relationships with stakeholders and customers.

Commented [rj14]: Per previous

<p>Evidence requirements (skills):</p> <ul style="list-style-type: none"> • Competent user of ICT software packages, e.g. Able to use Outlook, write letters, emails, spreadsheets, reports and put together a presentation on PowerPoint, evidenced through application, and interview questions. • Copy of full UK driving licence provided as part of recruitment compliance. • Provide examples how you have maintained workforce morale and engagement, supported talent development, and implemented proactive practices. • Provide an example demonstrating how you have actively listened and given or received constructive feedback either individually or within a team to build a positive and supportive workplace culture. • Provide an example where you have actively engaged and encouraged staff during organisational change. • Provide an example where you have had competing deadlines. Describe how you prioritised your tasks, managed your time and ensured key outcomes were delivered within timescale. • Provide an example where you have identified risk and applied risk assessment tools to mitigate and monitor risk. • Provide an example of how you promote positive approaches to diversity, identity and equality. 	<p>Evidence requirements (skills):</p> <ul style="list-style-type: none"> • Provide 2 examples where you have shown support and embedded change that has been agreed corporately, irrespective of own views. • Provide 2 examples demonstrating where you have developed strong relationships with team, stakeholders and customers. Evidence how you developed the positive working relationships, how you shared knowledge and experience and how you explore the potential for collaboration. • Provide 2 examples demonstrating where you have negotiated, engaged or persuaded team members to work together to achieve outcomes. • Provide 2 examples where you have encouraged team members to embrace change and meet goals. • Provide 2 examples where you demonstrated sound judgement in decision making, resolved problems and provided direction in complex and sensitive situations. • Provide 2 examples where you have used dashboard reports and team performance data to improve service delivery and measure the team's performance. • Provide an example where you presented an innovative solution in your role and implemented change effectively. • Provide management observations to evidence your ability to use strong verbal and written communication skills • Provide an example to demonstrate: <ul style="list-style-type: none"> (a) how you effectively communicate with the team and (b) where you have had to have a challenging conversation. Describe your approach and outcome. 	<p>Evidence requirements (skills):</p> <ul style="list-style-type: none"> • Provide 3 examples where you have had to escalate matters both internally and externally and the rationale for doing so. • Provide 3 examples where you have been required to make decisions on complex work, where there are elements of conflict present • Provide 3 examples where you have successfully negotiated and engaged with internal and external partners, including the steps taken to achieve specific outcomes. • Provide 3 examples where you made an informed decision by considering challenges from different perspectives, analysing potential outcomes, and taken a calculated risk that helped moved your team forward. • Provide 3 examples where you identified and escalated a team performance issue that had the potential to impact the wider organisation, and how you presented or implemented potential solutions. • Provide 3 examples of where you have applied advanced practice skills in relation to safeguarding, assessments, reviews and mental capacity. Describe the actions taken and the outcome. • Provide 3 examples of your ability to maintain relationships with stakeholders and customers e.g. e-mail conversations, documented conversations with providers and service users, customer feedback and provider feedback at provider forum meetings, continued open channel of communication with provides to resolve issues.
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Finance Operations Lead

MPR7	Job Title: Finance Operations Lead	
Duties: <ul style="list-style-type: none">• Provide effective and motivational leadership supporting the service to deliver positive outcomes for people across Medway. Taking responsibility for the delivery of effective and efficient services across a service area, ensuring that statutory responsibilities are met through high quality social care practice.• Develop a confident and competent workforce, promoting a culture of ongoing learning and development and supporting the service area through change and times of challenge.• Deliver services in line with performance indicators and the designated budget. See Job Profile for full duties.		
Sector Specific framework: <i>Please provide link to national/sector specific framework if this applies</i>		
Level A (Developing)	Level B (Practising)	Level C (Accomplished)
Required for this level	In addition to level A	In addition to levels A and B
<u>Qualifications</u> <ul style="list-style-type: none">• Educated to A Level, or equivalent, at grade C or above in Maths and English.• Level 5 in Leadership and Management or equivalent	<u>Qualifications</u>	<u>Qualifications</u> <ul style="list-style-type: none">• Evidence of ongoing continuous professional development.
<u>Evidence requirements:</u> <ul style="list-style-type: none">• Qualification requirements to be evidenced through application and original certificates provided as part of the onboarding process.	<u>Evidence requirements to progress to level B:</u>	<u>Evidence requirements to progress to level C:</u> <ul style="list-style-type: none">• CPD evidence of increasing skills, knowledge and behaviours for the role logged by individual with statement from manager evidencing stretch.
<u>Knowledge</u> <ul style="list-style-type: none">• Extensive knowledge of adult social care resources required to deliver effective care and support to customers and their carers.• Comprehensive knowledge and understanding of relevant health and social care legislation, policies and procedures and ability to apply it in practice.• Excellent knowledge and practical application of risk assessment and safeguarding adult’s statutory frameworks and current agendas• Knowledge and understanding of equality and diversity and promotes this across the team.• Comprehensive knowledge and understanding of budget setting process.• Detailed knowledge of the role of the Court of Protection.	<u>Knowledge</u> <ul style="list-style-type: none">• Knowledge of ‘The One Medway Council Plan’ and ASC strategy and how these impacts on your service• Up to date knowledge and understanding of changes to legislation and practices across the Social Care sector.• Knowledge of HR procedures (such as capability, grievances and disciplinaries) to manage teams effectively.	<u>Knowledge</u> <ul style="list-style-type: none">• Up to date knowledge and understanding of changes to legislation and practices across the Social Care sector which impacts your service area• Comprehensive knowledge in sector specific areas such as continuing health care (CHC), Court of Protection and section 117 to participate and represent the Local Authority in formal disputes• Detailed knowledge of the Council’s priorities and service objectives.
<u>Evidence requirements (knowledge):</u> <ul style="list-style-type: none">• Provide an example where you have applied your knowledge of adult social care resources to ensure effective, person-centred care.	<u>Evidence requirements (knowledge):</u> <ul style="list-style-type: none">• Provide examples to demonstrate your knowledge of ‘The One Medway Council Plan’ and ASC strategy and how these impact on your service.	<u>Evidence requirements (knowledge):</u> <ul style="list-style-type: none">• Provide 3 examples where you have applied your in-depth knowledge and understanding of changes to legislation and

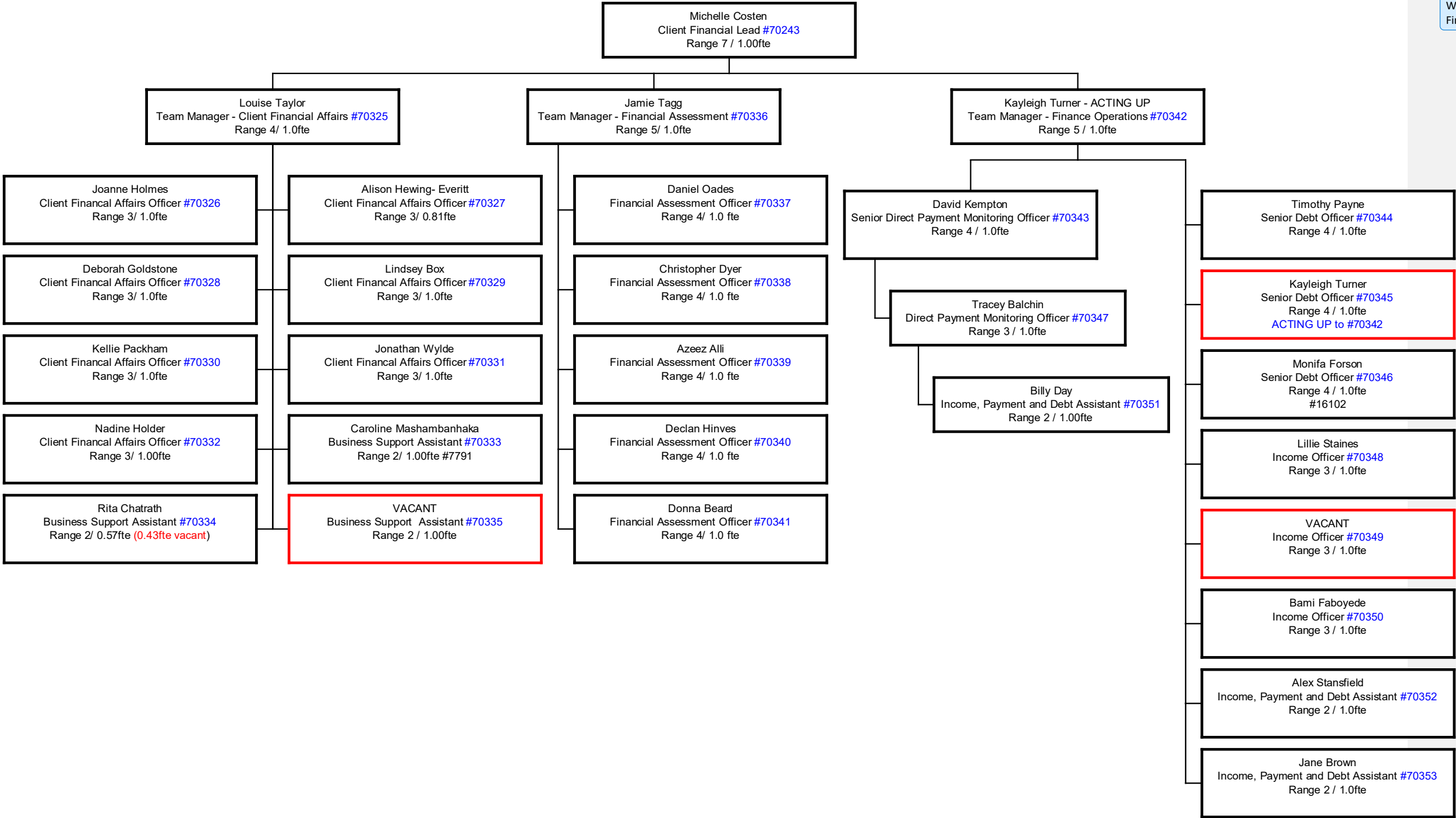
<ul style="list-style-type: none"> • Provide an example where you have applied key health and social care legislation or policy in your work. Describe how your understanding of the law guided your decision making to ensure best outcomes for individuals. • Provide an example where you identified a safeguarding concern or risk. Describe how you applied your knowledge of the statutory framework and risk assessment tools to manage the situation. • Provide an example of how you have promoted equality and diversity across a team. • Provide an example where you have contributed to the planning, allocating and monitoring of budgets to ensure effective use of resources. • Explain the role of the Court of Protection providing examples where you have engaged with it or applied its principles in your work. 	<ul style="list-style-type: none"> • Provide 2 examples to demonstrate your knowledge and understanding of changes to legislation and practices across the social care sector. • Provide 2 examples to demonstrate how you have applied HR procedures (such as capability, grievances and disciplinaries) to manage teams effectively. 	<p>practices across the Health and Social care sector which impacts your service.</p> <ul style="list-style-type: none"> • Provide 3 examples where you have represented the Local Authority in a formal dispute involving Continuing Health Care (CHC), Court of Protection (CoP) and Section 117. Explain your role and the outcome achieved. • Provide 3 examples to evidence your detailed knowledge of the Council's priorities and service objectives. Describe how you have aligned your work to support these priorities and objectives.
<p>Experience</p> <ul style="list-style-type: none"> • Minimum of 5 years' experience of managing a service area within a health and/or social care setting. • Experience of analysing data to improve service delivery and outcomes for residents. • Experience of leading a team and providing supervision and expert advice to colleagues. • Experience of undertaking staff appraisals, promoting and encouraging professional development and ensuring staff have up to date targets and development plans. • Experience of responding to and learning from complaints, SARs and feedback from individuals. • Experience of chairing complex meetings. • Proven experience of delivering a service within a defined budget. • Experience of identifying opportunities to improve service delivery and outcomes for individuals whilst creating efficiencies. • Experience of identifying resources required for change and providing opportunities for developing individuals by involving them in change. • Experience of working with the Court of Protection and benefits Agency. 	<p>Experience</p> <ul style="list-style-type: none"> • Experience of providing advice and oversight for less experienced staff • Experience of reviewing and interpreting feedback and ensuring service plans are user focused • Experience of effectively managing large expenditures from an agreed budget, including setting, monitoring and ensuring effective spend of budget. • Experience in identifying gaps in service delivery together with the ability to highlight the risks to senior managers. • Experience of making decisions and solving problems within sphere of authority, to enable progress. • Experienced in encouraging coproduction to improve service delivery. • Experience in managing and making decisions with complex safeguarding work, where there are elements of conflict present. 	<p>Experience</p> <ul style="list-style-type: none"> • Experience of implementing action plans to improve service delivery. • Experience of leading and managing change programmes • Experience of delivering and encouraging coproduction • Experience of analysing the learning from complaints to make positive changes to service performance and delivery.
<p>Evidence requirements (experience):</p> <ul style="list-style-type: none"> • Minimum of 5 years' experience of managing a service area within a health and/or social care setting, evidenced through application form and interview discussion. • Provide an example of how you have used data analysis to identify service gaps or improve outcomes for residents. 	<p>Evidence requirements (experience):</p> <p><i>Minimum of 12 months experience at level 7A for career progression applications evidenced by HR records and/or performance appraisal documents.</i></p> <ul style="list-style-type: none"> • Provide 2 examples where you have provided advice and oversight for less experienced staff. 	<p>Evidence requirements (experience):</p> <p><i>Minimum of 24 months experience at level 7B for career progression applications evidenced by HR records and/or performance appraisal documents.</i></p> <ul style="list-style-type: none"> • Provide 3 examples where you have implemented action plans to improve service delivery. Describe the context, steps taken and outcome.

<ul style="list-style-type: none"> Describe your experience of leading teams and supervising or mentoring colleagues. Describe your experience of conducting staff appraisal and supporting professional development, providing examples of how you ensure team members have clear objectives and development plans aligned with their roles and career aspirations. Provide an example where you have responded to a complaint. Describe what changes or improvements were made. Describe your experience of chairing complex meetings. Describe how you manage resources and ensure financial accountability when managed a limited budget. Provide an example where you identified an opportunity to improve service delivery or outcomes for individuals, whilst also creating efficiencies or reducing costs. Describe a time when you led a change initiative. How did you identify the resources needed and involve team members in the process to support their development. Describe your experience of working with the Court of Protection and supporting individuals through legal or financial processes. 	<ul style="list-style-type: none"> Provide 2 examples where you have reviewed and interpreted feedback to ensure service plans are user focussed. Provide 2 examples where you have effectively managed large expenditures from an agreed budget within available resources. Provide 2 examples where you identified gaps in service delivery and highlighted risks to senior managers. Provide 2 examples where you have made decisions to resolve a problem within your service. Describe the situation and the impact. Provide 2 examples of how you have facilitated coproduction in your work to improve service delivery. Provide 2 examples of complex safeguarding cases you have managed where there were elements of conflict present. Describe how you handled the situation and the outcome. 	<ul style="list-style-type: none"> Provide 3 examples where you have been involved in leading and managing change programmes, e.g. implementation plans, team meeting minutes, stakeholder feedback. Provide 3 examples of how you have facilitated coproduction in your work? Evidence may include record of group/stakeholder meeting discussions, attendance and feedback from user forums, service user feedback, examples of personalised services implemented in response to user feedback. Provide 3 examples where you have analysed the learning from complaints and implemented changes to service delivery. Evidence may include business cases, working groups to improve processes, team performance measures.
<p>Skills</p> <ul style="list-style-type: none"> Proficient in the use of Microsoft Word, Excel, Teams and Outlook. Full UK driving licence and access to a vehicle– the Council is committed to making reasonable adjustments so whilst this job requires the post holder to drive your application will still be considered if you are unable to drive due to a disability. Demonstrates sound judgement in decision making, resolving problems and providing direction in complex and sensitive situations. Ability to confidently present complex/sensitive information in an understandable way, adapting the style to a range of audiences. Ability to work independently within clear guidelines and regularly use initiative to make decisions, referring to more senior officers for advice on policy/resource issues. Ability to act as a positive role model and leader. Ability to be adaptable to meet changing pressures and demands Ability to set clear targets to achieve objectives within the service area. Ability to promote and encourage staff ongoing professional development. Ability to prioritise own and team’s work effectively. 	<p>Skills</p> <ul style="list-style-type: none"> Seeks opportunities for self-development and sets challenging personal goals. Ability to develop effective/robust action plans. Ability to provide employee feedback to others recognising and crediting achievements and addressing performance concerns. Ability to produce well written, comprehensive, succinct reports for senior manager forums. Ability to support and provide oversight to Team Managers who are investigating and responding to complaints. Ability to analyse and interpret varied and highly complex information and use analysis to inform strategies and service delivery plans. Ability to share and communicate the vision across own and related teams. Shows support for changes that have been agreed corporately, irrespective of own views. Ability to identify efficiency savings and opportunities for cost reduction Ability in embedding a culture of best value. 	<p>Skills</p> <ul style="list-style-type: none"> Ability to promote positive attitudes and gains commitment and motivation for change. Ability to respond positively and flexibly to changing needs and priorities. Ability to keep abreast of developments, comparator performance and best practice within the service area, sets high standards. Ability to plan and direct resources effectively to support service delivery. Encourages creativity, innovation and improvement within a service area. Ability to develop resource plans to meet service requirements drawing up realistic budgets and using information effectively. Ability to represent Adult Services both internally and externally. Ability to deputise for the head of service at relevant meetings

Commented [rj15]: And here

<p>Evidence requirements (skills):</p> <ul style="list-style-type: none"> • Competent user of ICT software packages, e.g. Able to use Outlook, write letters, emails, spreadsheets, reports and put together a presentation on PowerPoint, evidenced through application, and interview questions. • Copy of driving licence to be collected as part of recruitment compliance. • Provide an example where you demonstrated sound judgement in decision making, resolved problems and provided direction in complex and sensitive situations. • Provide an example where you have effectively communicated with others and presented complex information in an understandable way. • Provide an example where you have worked independently within set guidelines. • Provide an example where you demonstrated leadership within a team. Describe how your actions influenced others and the outcome. • Provide an example where you had to adapt quickly to a significant change. Describe how you managed the transition and the outcome. • Provide an example of how you set SMART targets for yourself and your team to meet service objectives. • Provide an example of how you have supported or encouraged professional development. Describe the strategies you used to promote learning including how this benefitted individuals and the service. • Provide an example of how you prioritise your own and teams work effectively. Describe the key factors you consider when setting priorities. 	<p>Evidence requirements (skills):</p> <ul style="list-style-type: none"> • Provide examples of how you have personally sought opportunities for self development and set personal goals. Evidence may include evidence of sharing knowledge with others, attendance at learning events, webinars. • Provide examples of effective/robust action plans that you have developed which demonstrate successful outcomes. • Provide 2 examples of how you have provided employee feedback, recognising and crediting achievements as well as addressing performance concerns. How did you ensure that your feedback was constructive and effective. Evidence may include supervision records, e-mails, team chats, information provided in the Friday afternoon staff news bulletin, feedback from others, observations. • Provide 2 examples of reports you have produced for senior manager forums. • Provide 2 examples of how you have supported Team Managers who are investigating and responding to complaints. Evidence may include e-mail correspondence and satisfactory complaint responses. • Provide 2 examples where you have analysed and interpreted varied and highly complex information and used this to inform strategies and service delivery plans. Evidence may include reports presented to manager or senior leadership team, service delivery plans. • Provide 2 examples to evidence the approach you take in sharing and communicating the vision across own and related teams. Evidence may include minutes from team and individual meetings with staff, e-mail correspondence with staff. • Provide 2 examples where you showed support for changes that were agreed upon corporately, even if they differed from your own views. How did you handle the situation. Evidence may include coproduced implementation plans, positive reinforcement via team meeting minutes and e-mail correspondence. • Provide 2 examples where you have identified efficiency savings and opportunities for cost reduction. Evidence may include savings and cost avoidance spreadsheet, budget monitoring. • Provide 2 examples to demonstrate the approaches you have taken to embed a culture of best value. Evidence may include examples of team and individual suggestions to potentially create efficiencies and reduce expenditure. 	<p>Evidence requirements (skills):</p> <ul style="list-style-type: none"> • Provide 3 examples where you have promoted positive attitudes and gained commitment and motivation for change, e.g. supervision records, staff feedback, evidence of successful implementation of change. • Provide 3 examples where you have responded positively and flexibly to changing needs and priorities, e.g. exceptions reports, supervision, e-mail correspondence, team performance measures, outlook. • Provide 3 examples of how you keep abreast of developments, comparator performance and best practice within your service area. How do you set and maintain high standards. Evidence may include QAPIB reports, information on best practice carried out in other LA areas discussed in team meetings and supervision, evidence of implementation of best practice. • Provide 3 examples where you have had to plan and direct resources to support service delivery. Evidence may include team performance measures, team meeting minutes, supervision records. • Provide 3 examples where you have encouraged creativity, innovation and improvement within your service area, e.g. personalised support plans, ideas put forward by individuals, implemented new and improved ways of working. • Provide 3 examples of resource plans that you personally drafted to meet service requirements. Evidence may include exceptions reports, service plans, performance measures, budget monitoring, savings and cost avoidance spreadsheets. • Provide 3 examples where you have represented Adult Social Care at an internal or external forum. Describe your role and the impact your contribution made to the forum. • Provide 3 examples where you have deputised for a Head of Service in a meeting. Describe your role and contribution. Evidence may include minutes of meeting and feedback.
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Structure Chart



Commented [rj16]: Might want to consider a simplified version of this that just has the roles as a lot of edits and caretaking of this when people move.

Where there are multiple posts could have something like Financial Assessment Officer x 5