**Job Description**

This form is used to provide a complete description of the specific job and defines the required skills, knowledge, behaviours, qualifications and experience.

# Section A: Job Profile

The job profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the role and a brief description of the main duties.

## Job Details

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| Job Title: | Payments Officer |
| Salary: | £30,559 to £33,366  |
| Grade: | 8  |
| Hours: | 37  |
| Team: | Payments and System Data Team  |
| Service Area: | Adult Social Care  |
| Primary Location: | Oxford / Banbury / Abingdon  |
| Budget responsibility: | None  |
| Responsible to: | Payments Team Lead |
| Responsible for: | Some physical resource, financial transactions, handling, collecting and management of personal sensitive data |

## Job Purpose

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| The post holds responsibility for delivering of the functions of the Payments team. Ensuring all care commissioned is paid for accurately and in a timely way, system data issues are resolved as part of sustained improvements to ensure optimal efficiency and effectiveness ensuring compliance with all legal requirements. The payments officer will be responsible for working as part of a team in the prompt and accurate processing of all payments on behalf of Social Care. This will include payments to People who are in receipt of social care services, their carers, providers and 3rd party organisations.  This post will need to ensure high quality data entry and that appropriate ways of working are maintained.    |

## Job Responsibilities

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| Key Tasks include: * Undertake key functions required in the team that is responsible for all payments for the purchasing of Social and Health Care accurately where payments have been appropriately authorised and within agreed timescales. This may include the following types of payments;
* Direct Payments for people who are in receipt of services, their carers or 3rd party organisations on their behalf as agreed.
* Residential and Nursing home providers, for both Social Care Funding
* Payment to Shared Lives Carers and Foster Carers of contracted fees and reimbursement of agreed expenses.
* Using ContrOCC, LAS/LCS and SAP to a high standard and have a good working knowledge of all the systems required to undertake the role.
* Ensuring that all data is recorded accurately and promptly according to OCC Policies and procedures.
* A commitment to developing understanding of the processes involved in all the payment areas and developing knowledge and expertise of systems and processes.
* Make payments in a non-standard way e.g. Mental Health paper invoices
* Responding to queries in a professional and timely manner, fostering effective working relationships with team colleagues, other members of the organisation and external providers and professionals.
* Amending system errors as requested within the scope of the role.
* Identifying and implementing operational and system support issues. Escalating wider issues that require resolution.
* Contributing to the analysis, development and improvement of the system processes and solutions to meet business requirements.
* Contributing to the production of key performance data and financial information used for reporting
* Adhering to all legal requirements and the regulatory framework that governs the operation of accounting and financial systems.
* Commitment to ongoing professional development
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# Section B: Selection Criteria

This section provides a list of essential and desirable criteria that detail the skills, knowledge, behaviours, qualifications and experience that a candidate should have in order to perform the job. The selection criteria provide a list of essential (no more than 8-10) and desirable criteria (no more than 4). The criteria are aligned to our [corporate values](https://www.oxfordshire.gov.uk/council/about-your-council/working-oxfordshire-county-council/county-council-values).

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

You must provide a supporting statement as part of your application which includes examples and evidence of when you have demonstrated the criteria listed below. You will be expected to address each point separately and in the order listed. If you do not complete a full supporting statement in the requested format your application may be rejected.

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| --- | --- |
| Essential Criteria | Assessed By: |
| GCSE level English & Maths A-C, or equivalent, | D |
| Experience of working in a similar system or financial environment, with external customer interactions | A, I |
| Ability to work independently and well under pressure, managing multiple tasks and by prioritising competing demands effectively | A, I, T |
| Attention to detail, and experience in analysing and interpreting data, and presenting it in an understandable format | A, I |
| Excellent communication and interpersonal skills, with experience of communicating complex matters effectively in a variety of mediums in a professional and timely manner, fostering effective working relationships with colleagues and external providers and professionals | A, I, T |
| Experience and aptitude to use own initiative and work collaboratively with colleagues and partners, whilst maintaining focus on service objectives | A, I |
| Motivated, positive and inquisitive with an aptitude for learning and problem solving, including a commitment to providing excellent customer service, and continuous improvement | A, I |
| The following are the generic behaviours expected from all Social Care Payment and System staff:* Willing and flexible, with a positive and optimistic attitude
* Always looking to improve ways of working
* Inquisitive and actively owns and seeks to solve problems
* Takes personal responsibility to find things out, develop and share knowledge
* Communicates and collaborates pro-actively
* Builds trust-based relationships

These staff behaviours will be demonstrated in conjunction with the following key competencies:* Is commercially aware – i.e. cost drivers and understands true costs of services and considers the value in everything we do
* Able to listen, understand, and respond constructively to viewpoints of others
* Able to challenge constructively, join the dots, and see the wider implications, across services, processes and issues.
* The ability to communicate clearly and openly with others in order to inform, instruct, persuade and encourage feedback.
* Demonstrates a can-do attitude and focuses energy and commitment on achieving positive results that are critical to the organisations success.
* Understands the role of the organisation, and the needs and expectations or internal and external customers, working professionally and innovatively to meet or exceed those needs and expectations
* Demonstrates an open mind to challenge traditional approaches in a positive way, develops innovative idea, solves problems and continually improves performance.
* Collaborates and consults with others effectively, in joint pursuit of team and organisational goals.
* Understands the environment in which the organisation operates and considers the financial and wider commercial implications of their decisions and actions.

Demonstrates the appropriate level of specialist knowledge and skills required to effectively fulfil the role and ensure continuous development | A, I, T |
| Desirable Criteria | Assessed By: |
| Relevant experience in Local Government | A, I |
| Relevant experience of using SAP, ContrOCC, Liquid Logic Children’ and Adults Systems | A, I |
| Evidence of commitment to ongoing training and development | A, I, D |
| Understanding of the requirements for managing sensitive data under GDPR | A, I |

# Section C: Pre-employment Checks

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates. Further information can be found here [Pre-employment checks](https://www2.oxfordshire.gov.uk/cms/content/support-attending-interviews)

Additional pre employment checks specific to this role include:

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| [ ]  | Enhanced Disclosure and Barring Service check with Children’s and Adults Barred List | [ ]  | Enhanced Disclosure and Barring Service check without [an Adult/Children’s barred list check](https://intranet.oxfordshire.gov.uk/cms/content/safer-recruitment-and-disclosure-and-barring-service-checks#enhanced-dbs-check-without-an-adult-childrens-barred-list-check) |
| [ ]  | Enhanced Disclosure and Barring Service check with Children’s Barred List | [ ]  | Enhanced Disclosure and Barring Service check with Adults Barred List |
| [ ]  | Standard Disclosure and Barring Service check | [x]  | Basic Disclosure |
| [ ]  | Disqualification for Caring for Children (Education) | [ ]  | Overseas Criminal Record Checks |
| [ ]  | Prohibition from Teaching | [ ]  | Professional Registration |
| [ ]  | Non police personnel vetting | [ ]  | Disqualification from Caring |
| [ ]  | Other (please specify):       |  |  |

# Section D: Working Conditions

This is a guide to the working conditions and the potential hazards and risks that may be faced by the post-holder.

## Health and Safety at Work

You are responsible for your own health, safety and wellbeing, and undertaking health and safety duties and responsibilities for your role as specified within Oxfordshire County Councils Health and Safety Policy.

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked).

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| [ ]  | Provision of personal care on a regular basis | [ ]  | Driving HGV or LGV for work |
| [ ]  | Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects | [ ]  | Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or a council vehicle for work purposes) |
| [ ]  | Working at height/ using ladders on a regular/ repetitive basis | [x]  | Restricted postural change – prolonged sitting |
| [ ]  | Lone working on a regular basis | [ ]  | Restricted postural change – prolonged standing |
| [ ]  | Night work | [ ]  | Regular/repetitive bending/ squatting/ kneeling/crouching |
| [ ]  | Rotating shift work | [ ]  | Manual cleaning/ domestic duties |
| [ ]  | Working on/ or near a road | [ ]  | Regular work outdoors |
| [x]  | Significant use of computers (display screen equipment) | [ ]  | Work with vulnerable children or vulnerable adults |
| [x]  | Undertaking repetitive tasks | [ ]  | Working with challenging behaviours |
| [ ]  | Continual telephone use (call centres) | [ ]  | Regular work with skin irritants/ allergens |
| [ ]  | Work requiring hearing protection (exposure to noise above action levels) | [ ]  | Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres) |
| [ ]  | Work requiring respirators or masks | [ ]  | Work with vibrating tools/ machinery |
| [ ]  | Work involving food handling | [ ]  | Work with waste, refuse |
| [ ]  | Potential exposure to blood or bodily fluids | [ ]  | Face-to-face contact with members of the public |
| [ ]  | Other (please specify):      |  |  |

**Agile Working**

All staff may be required to work from a different base or in a different location at some point in the future in line with any Council or school needs.  Such changes will be made after proper consultation and shall be deemed to be reasonable after taking into account any personal requirements.