**Job Description**

# Section A: Job Profile

*The job profile outlines 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: |  Direct Payment Audit Officer |
| Salary: | £30,559 to £33,366 |
| Grade: | 8 |
| 37 | *37* |
| Team: | Payments and System Data Team |
| Service Area: | Adult Social Care |
| Primary Location: | Banbury or Abingdon Please note we are actively looking at our ways of working using everything we have learnt and heard from our people about the organisational and personal benefits of agile working.  What you can absolutely expect from working at Oxfordshire County Council (OCC) is that you will have the support to do your job and deliver great results, wherever you are based.  Each role at OCC is different and we know the needs of individuals are also varied, and so our approach to where and how often we would like to see you in person will be taken depending on the requirements of the role and in collaboration with you as part of the recruitment process |
| Budget responsibility: | None |
| Responsible to: | Direct Payment Audit Team Leader |
| Responsible for: | None |
| Political Restricted Post: | No |

## Job Purpose

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| *A brief overview of the key objectives of the job:*The Direct Payment Audit Officer sits within the Direct Payment Audit function which is part of the Social Care Finance and Systems Data team. This team is responsible for managing the input, updating and offboarding of care provision, payee, contractual and payment data across the Adults and Children’ Social Care Case Management & Finance systems, and the Corporate Finance system. As well as the provision of a high-quality data control monitoring, system development and continuous improvement to meet best practice standards.The post holder is responsible for ensuring that the Direct Payment Returns are audited in line with agreed process to ensure that Direct Payment funds are used in accordance with the agreed outcomes on the individuals Support Plan. They will be responsible for the recovery of unspent direct payment funds in line with the agreed procedures., as well as supporting in the process of recovering funds that have been misspent.The postholder will support the Direct Payment Audit Team Leader ensuring the proactive and efficient management of the Direct Payment audit process as a whole. |

## Job Responsibilities

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| *This is a bullet point list of the main duties or tasks that the post holder will be expected to undertake*.* Undertake reviews of clients’ Direct Payment expenditure, including appropriate recording, and reporting of anomalies in line with agreed processes and adhering to all legal requirements and regulatory framework that governs the operation of Direct Payments
* Respond to queries from Service Users, their representatives and external agencies in line with agreed customer service standards.
* Follow up with service users or their representatives where direct payment returns have not been completed and escalating to the relevant team in Adults or Children’s Social Care or Health teams as appropriate.
* Recovery of surplus or unspent funds including referral to debt recovery where appropriate
* Liaison with Social Workers, Direct Payment Advice team and Debt Recovery Officers where applicable to resolve queries around use of the Direct Payment funds and recovery of misspent funds, including raising safeguarding concerns.
* Building effective working relationships with team colleagues, other members of the organisation and external providers and professionals
* Identify operational and system issues and take responsibility to feed into continuous improvements processes.
* Any other duties as may be deemed necessary to carry out the full remit of the role.
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# Our Values

Our organisational values underpin everything we do and say and are supported by policies, processes and guidance. In short, our values describe ‘the way we do things here’ so that we deliver great services for our residents. Our values are:

* Always learning
* Be kind and care
* Equality and integrity in all we do
* Taking responsibility
* Daring to do it differently

Everyone that works for us demonstrates their commitment to these values. We will ask you to demonstrate your commitment to these values, and their associated behaviours, throughout the application process.

# Section B: Selection Criteria/Person Specification

This section provides a list of essential and desirable criteria that detail the skills, knowledge, behaviours, qualifications and experience that a candidate should have to perform the job.

Each of the criteria listed below, and your commitment to our values, will be measured through the application form/CV (A) and optionally one or more of the following - 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.

|  |  |
| --- | --- |
| Essential Criteria | Assessed By: |
| GCSE English and Maths A-C or equivalent qualification or evidence of equivalent numeracy or literacy levels achieved through work experience | D |
| Experience of working in a similar finance or systems 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 |
| Attention to detail, and experience in analysing and interpreting data, and presenting it in an understandable format | A, I, T |
| Highly proficient ICT skills including the ability to use both Microsoft applications, with a particular emphasis on excel, as well as business systems.  | A, I, T |
| Excellent communication and interpersonal skills, with experience of communicating complex matters effectively, in a variety of mediums and in a professional and timely manner, fostering effective working relationships with colleagues and external providers and professionals alike  | 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 |
| Experience and aptitude to use own initiative and work collaboratively with colleagues and partners, whilst maintaining focus on service objectives  | A, I |
| Knowledge and understanding of Direct Payments Legislation  | 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
 | A, I |
| Desirable Criteria | Assessed By: |
| Relevant experience in Local Government | A, I |
| Relevant experience of using Liquid Logic for Adults and Childrens, Controcc and the associated Provider Portals | A, I |
| Evidence of continued commitment to personal development | D, 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 are identified below (those ticked).

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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 |

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| [ ]  | 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).

|  |  |  |  |
| --- | --- | --- | --- |
| [ ]  | 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 | [ ]  | 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 |

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| [ ]  | Other (please specify):  |

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