**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: | Financial Assessment Support Officer |
| Salary: | £29064 - £31022 |
| Grade: | 7 |
| Hours: | 37We are open to discussions about flexible working. |
| Team: | Financial Assessment Team |
| Service Area: | Adult Social Care  |
| Primary Location: | The Meadows Didcot |
| Budget responsibility: | None  |
| Responsible to: | Laura Bonner |
| Responsible for: | N/A |
| Political Restricted Post: | N/A |

## Job Purpose

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| Provide administrative support for the Financial Assessment Team, which includes working in the office. Identify, process and monitor referrals from Adult Social Care for people receiving or due to receive care. Contact members of the public and other internal and external teams to arrange financial assessments and benefit checks within prescribed timescales. Monitor and respond to incoming notifications and correspondence received into team email or work-trays. Make and receive phone calls to resolve queries regarding financial assessment referrals.  |

## 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*.* Record all new client referrals from Adult Social Care into the Financial Assessment Team monitoring system and update the system accordingly.
* Establish contact to gain the financial information needed for the financial assessment. If a visit by an Assessment Officer is needed follow OCC procedure regarding health and safety, risk management and budget constraints.
* Update data within the financial monitoring system with information provided to us in line with prescribed timescales
* Liaise with Adult Social Care colleagues regarding client movements and other changes of circumstances which may affect their charges.
* Acquire and maintain knowledge of state benefits, Care Act 2014 guidance and OCC policies in so far as it affects client charges.
* Monitor and response to incoming correspondence within OCC timescales, this correspondence can be in a variety of forms for example email, letter or phone call.
* Liaise with Adult Social Care teams and other teams within OCC and partner organisations to help ensure that information flows smoothly and efficiently around thesystem
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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: |
| Ability to use Microsoft Office applications and general IT literacy.  | Application form and interview |
| Ability to express views clearly in person, by telephone and in writing.  | Application form and interview |
| Ability to work under pressure and remain calm in difficult situations. | Application form and interview |
| Ability to prioritise work and meet challenging deadlines. | Application form and interview |
| Ability to work both independently and as part of a team. | Application form and interview |
| Able to obtain and maintain enhanced DBS clearance. | Application form and interview |
| Good general standard of education including Maths and English at GCSE Grade A\* - C or equivalent | Application form and interview |
| Ability to Adapt working practices if changes are needed | Application form and interview |
|  |  |
| Desirable Criteria | Assessed By: |
| Ability to manage and prioritise multiple cases using your skills and knowledge to ensure each case is resolved. | Application form and interview |
| Ability to deal effectively with members of the public in particular older and vulnerable people. | Application form and interview |
| Ability to adapt to changes in working practices. | Application form and interview |

# 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).

|  |  |  |  |
| --- | --- | --- | --- |
| [x]  | 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 | [ ]  | 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 | [x]  | Restricted postural change – prolonged sitting |
| [x]  | 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) | [x]  | Work with vulnerable children or vulnerable adults |
| [ ]  | Undertaking repetitive tasks | [x]  | Working with challenging behaviours |
| [x]  | 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 | [x]  | Face-to-face contact with members of the public |

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| --- | --- |
| [ ]  | Other (please specify):  |

October 2025