

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

Job Title:	Payments and System Data Support Officer
Salary:	£26,873 – £28,770
Grade:	Grade 7
Hours:	18.5 hours per week
Team:	Payments and System Data Team
Service Area:	Adult Social Care
Primary Location:	Samuelson House, Banbury or Abbey Centre, Abingdon <i>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</i>
Budget responsibility:	None
Responsible to:	Senior System Officer or Team Leader
Responsible for:	Some physical resource, financial transactions and management of personal sensitive data
Political Restricted Post:	No

Job Purpose

The Payment and System Support Officer sits within the Payments and System Data team, this team is responsible for managing the input, updating and offboarding care provision data, payee data, contractual data and payment data across both 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 officer will be responsible for supporting the team to achieve its objectives. These include:

- timely, accurate and appropriate recording of care provisions and financial data
- compliant management of sensitive data

- processing payments on time to payees in line with council financial regulations
- recording delivery of care to support accurate payments and charges
- effectively managing enquiries from providers, payees and colleagues
- delivering a high level of customer service to both internal and external stakeholders
- providing key performance data to senior managers and ensuring systems and processes are performing in line with targets

The main purpose of this role is the checking and entering of data into social care systems, including completing transactional tasks, as directed, that support; accurate payments and reliable financial information. The officer will be the first point of contact for all enquiries into the team and is responsible for their accurate capture and recording, as well as assessing priority and requirements to escalate to colleagues or managers. The officer will be responsible for completing general administrative and finance duties on behalf of the wider team, as well as supporting the team to resolve system data errors/issues as part of sustained improvements for optimal efficiency and effectiveness and ensuring compliance with all legal requirements.

Job Responsibilities

Officers will be allocated to one of three functions within the team. There are some generic duties/tasks that all officers would be expected to carry out, and some function specific tasks. It is the expectation that officers could work across any of the three functions as the manager requires to support the team fluctuating demands or changes in priority.

Generic duties

- Accurate entry of all commissioned care packages into Social Care case management systems
- First point of contact for all team communications, capturing details, assessing nature and urgency and referring on in line with team procedures
- Ensure all person case files and payee records are updated with activity information in line with procedures
- Support the analysis, development and improvement of the system and related processes by carrying out the following duties as directed:
 - implementing system changes
 - carrying out testing for annual upgrade of Controcc and LAS/LCS annual upgrades
 - producing key performance data and financial information used for reporting
 - investigate system variations and errors, and resolve where required
- Undertake general administrative and finance tasks to support the Payments and System Data team, e.g. dealing with post, scanning, organising meetings
- Provide cover across the whole Payments and System Data Team as needed
- Any other duties as may be deemed necessary to carry out the full remit of the role.

Payment Function duties

- Support the processing of all social care payments in an accurate and timely way ensuring that these are authorised in line with Council financial regulations.
- Manage supplier queries through data capture and liaison with colleagues and supplier contacts to support the efficient resolution of enquiries
- Support the processing of payments on behalf of the council's partners (Oxfordshire CCG, Oxford Health etc)
- Process invoices within agreed tolerances against agreed care plans
- Support the process of reimbursing carers for contracted fees and expenses

System Function

- Support the verification of care package information ensuring the necessary approvals are in place and the details of the brokered service have been supplied
- Process and input care package details into the social care case management systems ensuring accuracy and security of data
- Produce accurate and appropriate contractual documents and communications to payees; monitor for return of completed documentation and update systems accordingly as required
- Support the updating of the social care finance systems by:
 - recording and maintaining funding arrangements
 - input or uploading of records of care delivered (actuals)

Data Function

- Creation of payee records in the social care finance systems and the setting up of vendor records in the corporate finance system
- Input of core data in relation to social care contracts
- Support the update and maintenance of payee records
- Undertake key tasks in relation to the annual provider uplift process as delegated
- Support as required the updating of contracted rates
- Support the direct payment auditing function as required

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 level English & Maths	D

Good ICT skills including the ability to use both Microsoft applications, particularly Excel, and business systems effectively	A, I, T
Ability to work well under pressure and to strict deadlines, prioritising competing demands effectively	A, I
Good attention to detail, and experience in analysing and interpreting data, and presenting it in an understandable format	A, I
Good communicator, with the experience and ability to communicate complex matters effectively in a variety of mediums in a professional and timely manner, fostering effective working relationships with team colleagues, other members of the organisation and external providers and professionals	A, I, T
Experience and aptitude to work on own initiative, as part of a team and collaboratively with colleagues, and partners	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
<p>The following are the generic behaviours expected from all Social Care Payment and System staff:</p> <ul style="list-style-type: none"> - 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 <p>These staff behaviours will be demonstrated in conjunction with the following key competencies:</p> <ul style="list-style-type: none"> - 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

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](#)

Additional pre employment checks specific to this role are identified below (those ticked).

<input type="checkbox"/>	Enhanced Disclosure and Barring Service check with Children's and Adults Barred List	<input type="checkbox"/>	Enhanced Disclosure and Barring Service check without an Adult/Children's barred list check
<input type="checkbox"/>	Enhanced Disclosure and Barring Service check with Children's Barred List	<input type="checkbox"/>	Enhanced Disclosure and Barring Service check with Adults Barred List
<input type="checkbox"/>	Standard Disclosure and Barring Service check	<input type="checkbox"/>	Basic Disclosure
<input type="checkbox"/>	Disqualification for Caring for Children (Education)	<input type="checkbox"/>	Overseas Criminal Record Checks
<input type="checkbox"/>	Prohibition from Teaching	<input type="checkbox"/>	Professional Registration
<input type="checkbox"/>	Non police personnel vetting	<input type="checkbox"/>	Disqualification from Caring
<input type="checkbox"/>	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).

<input type="checkbox"/>	Provision of personal care on a regular basis	<input type="checkbox"/>	Driving HGV or LGV for work
--------------------------	---	--------------------------	-----------------------------

<input type="checkbox"/>	Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	<input type="checkbox"/>	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)
<input type="checkbox"/>	Working at height/ using ladders on a regular/ repetitive basis	<input checked="" type="checkbox"/>	Restricted postural change – prolonged sitting
<input type="checkbox"/>	Lone working on a regular basis	<input type="checkbox"/>	Restricted postural change – prolonged standing
<input type="checkbox"/>	Night work	<input type="checkbox"/>	Regular/repetitive bending/ squatting/ kneeling/crouching
<input type="checkbox"/>	Rotating shift work	<input type="checkbox"/>	Manual cleaning/ domestic duties
<input type="checkbox"/>	Working on/ or near a road	<input type="checkbox"/>	Regular work outdoors
<input checked="" type="checkbox"/>	Significant use of computers (display screen equipment)	<input type="checkbox"/>	Work with vulnerable children or vulnerable adults
<input type="checkbox"/>	Undertaking repetitive tasks	<input type="checkbox"/>	Working with challenging behaviours
<input checked="" type="checkbox"/>	Continual telephone use (call centres)	<input type="checkbox"/>	Regular work with skin irritants/ allergens
<input type="checkbox"/>	Work requiring hearing protection (exposure to noise above action levels)	<input type="checkbox"/>	Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
<input type="checkbox"/>	Work requiring respirators or masks	<input type="checkbox"/>	Work with vibrating tools/ machinery
<input type="checkbox"/>	Work involving food handling	<input type="checkbox"/>	Work with waste, refuse
<input type="checkbox"/>	Potential exposure to blood or bodily fluids	<input type="checkbox"/>	Face-to-face contact with members of the public
<input checked="" type="checkbox"/>	Other (please specify): Contacts from unhappy, distressed or upset people in receipt of care, or their families, and carers.		

April 2022