

## JOB DESCRIPTION

<b>POST TITLE:</b>	Client Finance Team Manager
<b>GRADE:</b>	12
<b>DIVISION / UNIT:</b>	Adult Social Care Division / Personal Budgets and Client Finance Unit
<b>DEPARTMENT:</b>	Children's and Adults' Services
<b>REPORTS TO:</b>	Service Manager (Client Finance Service)

### PURPOSE OF THE JOB

1. To provide excellent management and leadership to a Client Finance Service team, inspiring and motivating the team to deliver continuous service improvement for customers on behalf of the service, division, department and council.
2. Building effective relationships with key internal and external stakeholders. Providing expert strategic intelligence to senior managers of the Council. Ensuring compliance with local and national practice standards and requirements.
3. Taking a leading role in the implementation of the council's Fairer Contributions Policy, including the assessment and collection of client contributions, and the reduction of debt. Developing an integrated approach to financial assessment, income, and debt work streams across the department, to ensure the engagement of Finance, Commissioning, operational teams and other associated support functions.
4. Modelling financial and operational best practice through the delivery of Client Affairs functions including: appointeeship, deputyship, and public funerals.

### PRINCIPAL ACCOUNTABILITIES

#### Responsibilities

1. To lead a Client Finance Service team (Client Affairs, Charging or Income and Collections) ensuring high quality work is delivered in a timely and accountable manner.
2. To ensure that financial processing functions are completed in a timely and accurate fashion in line with relevant data protection (GDPR), financial legislation, and any legislation specific to the tasks. Including but not limited to the processing of financial assessments, payment of client contributions, setting up direct debits and a support of clients without capacity to manage their finances.

3. To ensure the Client Finance Service team maintains accurate and up-to-date placement records in business systems, including MOSAIC, SAP and other relevant systems, including the steps undertaken, and the appropriate sign-off of any decision.
4. To ensure that the Client Finance Service team's activity is closely monitored to deliver continuous improvements. Ensuring that effective joint working takes place with internal and external partners in order to contribute to and influence the management of expenditure against team, service and divisional budgets.
5. To keep up to date with national and local policy developments with regards to relevant services. This will entail contact with regional and national organisations, central government departments and their agencies and the creation and sustaining of relationships with other local authorities.
6. To be responsible for developing and documenting service processes and pathways to codify, streamline and improve the delivery of services across the department.
7. To be responsible for the development of leaner and improved pathways across the Adult Social Care Division's operational teams and the Council's finance teams, in relation to client affairs management, and client financial contributions, income and debt recovery.
8. To exploit efficiency improvement opportunities created by new care management system work-flows, and ensure that client finance activities are embedded within these.
9. To support integrated workflows and processes with social care operational and commissioning teams, to reduce delays, improve accountability and provide operational teams with the necessary support to deliver timely efficiencies and excellent quality care.
10. To be responsible for the management of client finance officers, client finance caseworkers, and a Personal Budgets and Client Finance Assistant as required.
11. To provide leadership and manage, motivate and co-ordinate the work of all staff responsible to the post-holder.
12. To recruit staff and manage staff within the team in accordance with the Council's Approach to Equality and relevant legislation.
13. To maximise opportunities for learning and development within the team.
14. To ensure efficient and cost effective management of programme and project budgets, where allocated.
15. To actively pursue appropriate income generation, debt minimisation and management of client finances in order to meet corporate targets, and local and national standards. Including ensuring compliant financial management of client's financial affairs in line with statutory guidance.

16. To manage any budgets, in line with the approved scheme of delegation.
17. To represent the division at internal and external meetings and working groups.
18. To manage discrete projects as may be necessary in the exigencies of the council and undertake any other duties consistent with the level and nature of the post.
19. To deputise for the Service Manager for the Client Finance Service as and when required.

## JOB CONTEXT

1. The vision for Adult Social Care is to enable people with care and support needs and their carers to live healthy, independent and fulfilling lives in their community. We will achieve this by putting their well-being and safety at the centre of our work and doing what we can to prevent, reduce and delay the need for care and support through well-coordinated, personalised health and social care services.
2. This is a key middle management role within the division. The post-holder will make a significant contribution to the development of divisional plans, alongside the other managers of the division, and play a lead role in delivering projects and programmes across a range of different functions. The job will be very complex and demanding. It is a position that will enable the post-holder to engage with a wide range of people and services. They will work directly with senior officers and representatives of partners and will have contact with elected members of the Council.

## Grade/Conditions of Service

The employment is subject to a probationary period of twenty six weeks from your start date of employment with Southwark Council, during which time you will be required to demonstrate to the council's satisfaction your suitability for the position in which you are employed.

## PERSON SPECIFICATION

The person specification is a picture of skills, knowledge and experience required to carry out the job.

	<b>Essential (E)</b>	<b>How assessed (S/ I/ T)</b>
<b>Knowledge, including educational qualifications:</b>		
An in-depth understanding of charging, income collection and debt for Adult Social Care services and of operational and change management.	E	S/I
Good working knowledge of legislative, policy and financial context of adult social care services and the relationship with health services including the importance of equality and diversity and safeguarding.	E	I
Good working knowledge of the social, political and economic issues relating to the work of local government and with vulnerable adults.	E	S
In depth knowledge of one or more of the key areas: welfare and benefits, client financial assessment / contributions, income collection, debt recovery in ASC or related area, client affairs and public funerals.	E	I
Knowledge of policy and strategy networks and information sources in England.	E	I
Knowledge and understanding of the theory and practice of change and project management in complex organisations.	E	I
<b>Experience:</b>		
Experience of managing projects in a financial, technical, system or performance context.	E	I
Experience of working in local government or other large, multi-functional organisation in the public, private or voluntary sectors.	E	S
Experience of analysing complex problems and presenting proposals for change.	E	S/I
Experience of change management and implementation of change recommendations in a large organisation.	E	I
Experience of implementing, navigating and utilising social care management systems (e.g. Mosaic) and identifying interdependencies with associated financial systems (e.g. SAP).	E	S
Significant experience of leading and managing teams.	E	I

<b>Aptitudes, Skills &amp; Competencies:</b>		
Able to present, convince and seek commitment from others to changing the way large organisations operate.	E	I
Able to work collaboratively and purposefully with partners in other service areas and in partner organisations.	E	I
Able to write clearly and concisely on complex and multi-faceted topics	E	I
Able to interpret, analyse and explain numeric data.	E	T
Ability to use IT systems to produce, collate and disseminate management and service information.	E	S
Demonstrate leadership skills, to inspire and align the efforts of team members in pursuit of organisational objectives.	E	I
Able to effectively manage own work, and able to work creatively and flexibly, taking a proactive approach to risk and issue management.	E	I
Motivational leadership and management skills, including a proactive approach to the development of staff, and effective delegation.	E	T/I
Effective stakeholder management including a strong customer focus and political awareness.	E	I
Able to build effective relationships by consulting and eliciting ideas, being aware of how others perceive them and being able to adjust their approach accordingly.	E	I
<b>Special Conditions of Recruitment:</b>		
Comply with and promote the Council's Equal opportunities policy		

**Key:**      **E**    Essential

**S**      Shortlisting criteria  
**I**      Evaluated at interview  
**T**      Subject to test