

Job Description

Job Title	Finance Support Officer
Directorate	Children and Young People's Service
Service Area	Permanence
Grade	5
Competency Level	1
Salary	£30,060 – £34,314
Job Type	Office based
Location	Parklands Customer Focus Centre
Disclosure and barring service (DBS)	Not required
Job Evaluation Ref No	A9249

Job Purpose

To provide a flexible, high quality financial management support to a wide range of Childrens & Young People Service's Teams, including responsibilities as business demands for:

Childrens & Young People Services financial systems (including Controcc, AMS) and budget monitoring where appropriate.

Lead on all DBS applications for Fostering service via StaffVetting or future associated systems.

Directly Responsible For:

Not applicable

Directly Responsible To:

Team Leader

Main Areas of Responsibility:

- To provide regular budgetary statistical and other information to Managers and assist teams & managers in the provision of financial protocols for services
- To assist with cash handling, bank accounts and related financial systems
- To input on all appropriate financial payments systems including and take responsibility for processing pay runs & reports
- Process and manage payments of significant value with a range of different stakeholders
- To liaise with Exchequer Management, team leaders and social workers as required to ensure all protocols, audit requirements, standing orders and systems are adhered to
- Take ownership financial management/payment problems that are complex in nature and personally develop suitable solutions
- Lead on development of new financial management processes that require forward planning to ensure that its implemented seamlessly into day-to-day activities
- Support, and where necessary challenge, Social Workers and other professionals with queries relating to processing payments or similar
- Support professionals with urgent queries that require the need to prioritise work effectively

- Explain and advise on action on complicated payment processes or similar with a range of different audiences such as social workers, placement providers, support companies, agencies and other external partners
- Provide advice and support to others on action that needs to be taken in relation to under and over payments
- Process & assist users with DBS applications through the staff vetting system
- To collate and distribute item reports within agreed timescales and assist with the Quality Assurance of items reports as appropriate
- Co-ordination of committee reports and provide appropriate guidance to senior managers
- To ensure recommendations are recorded on appropriate ICT systems within agreed timescales
- To work within a Performance Management Framework and to aspire towards the objective and targets set out in individual performance plans
- To prioritise and manage work in line with guidance from line manager and complete work to the necessary standards and timescales agreed
- Engage in and contribute to professional development as and when appropriate
- Maintain confidentiality of information at all times in accordance with the information governance requirements including the principles of Freedom of Information Act and Data Protection Act
- To provide such other assistance as deemed necessary to ensure that the administrative function is carried out
- To provide support to social care staff on the delivery of Children & Young People Service systems
- Engage in and contribute to personal development activities and training
- To carry out any other tasks reasonably required of the post holder
- To ensure compliance with the Council's policies on diversity, equal opportunities and health and safety

Supervision and Management Responsibility:

- Assist line manager with the support of new employees on team as and when required

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact
- Monitor financial performance and deliver within budget
- Process a variety of payments and invoices with a range of stakeholders

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- This post is office based and will require long periods of sitting at a desk

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement

- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency **Level 1**.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- 5 GCSEs/NVQ Level 3 in administration or equivalent (A)

Desirable

- ECDL

Experience

Essential

- Experience of working with IT systems – i-Casework, LiquidLogic, excel, access outlook etc (A/I)
- Experience of producing data and financial reports for analysis (A/I/E)
- Experience of producing work of a high standard and working to tight deadlines (A/I)
- Experience of working with Controcc, Caspar, AMS and other financial systems (A/I)

Desirable

- Experience of taking accurate minutes



- Experience of arranging a variety of meetings, preparing agendas, arranging venues, circulation of pre agenda items, distribution of minutes and outcomes from meetings

Skills/Abilities

Essential

- Excellent interpersonal skills to exchange complex information with a range of different audiences (A/I)
- Good organisational skills and ability to use own initiative and prioritise own workload (A/I)
- Well-developed IT skills (A/I)
- The ability to communicate and liaise efficiently at all levels within the Council (A/I)

Desirable

- The ability to deal with distressed and/or aggressive customers in a sensitive and professional manner
- The ability to deal with potential conflict but deliver positive outcomes
- The ability to produce quality work within highly pressurised and time restricted situation

Commitment

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council



Other

Desirable

- Ability to work with minimum supervision, a conscientious attitude, willing to learn new skills, be prepared to question and seek continuous improvement
- A commitment to equal opportunities
- A desire to provide customer focused services

