Job Title Account Manager

Grade 10

**Our Vision**

An innovative, ambitious and sustainable county, where everyone has the opportunity to prosper, be healthy and happy.

Our Outcomes

We want everyone in Staffordshire to:

* Have access to more good jobs and share the benefit of economic growth
* Live in thriving and sustainable communities
* Be healthier and more independent for longer

Our Values

Our People Strategy sets out what we all need to do to make Staffordshire County Council a great place to work, where people are supported to develop, flourish and contribute to our ambitious plans. Our values are at the heart of the Strategy to ensure that the focus is on what is important to the organisation and the people it serves:

* Ambitious – We are ambitious for our communities and the people of Staffordshire
* Courageous – We recognise our challenges and are prepared to make courageous decisions
* Empowering – We empower and support our people by giving them
the opportunity to do their jobs well.

About the Service

ACFS support the delivery of the following Staffordshire County Council priorities:

* To offer support at times of crisis to help people maintain their independence
* That people know what to expect from care services, who is eligible and who will pay
* There are quality and affordable care services available to meet people’s needs

Adult and Children's Financial Services (ACFS) are a pivotal part of the Adult and Children Social Care Pathways, responsible for facilitating and overseeing the payment to providers of Adult and Children’s Social Care and for the collection of client contributions in accordance with Care Act 2014 and local policy. The amount of income and expenditure that is processed by ACFS is in excess of £100m net per annum and the service supports circa 10,000 citizens.

To enable the successful collection of income, ACFS is responsible for undertaking means tested Financial Assessments of adults who have an assessed eligible care need. This also applies to those who are seeking financial support to Adopt, Foster or provide Guardianship or other official support to a child. As part of this service clients can receive advice on Welfare and Benefit entitlements, to ensure they maximise their income and reducing the funding required from SCC.

**About the Role**

This post is designated as a Casual car user.

Reporting Relationships

Responsible to: Senior Finance Business Partner ACFS

Responsible for: ACFS Senior Finance Officers

Key Accountabilities:

* Responsible for the interface with all internal and external partners, vendors and clients of ACFS, with regards to Client relationship management, ensuring positive relationships are fostered.
* Contributes to the overall performance management of ACFS including reporting to Senior Management including Members.
* To manage all Complaints, Appeals and Vendor approval processes. including any requirements arising from the Local Government and Social Care Ombudsman (LGSCO).
* Responsible as the facilitator in ‘whole system’ design, working in collaboration with and supported by the ACFS Systems Performance Manager and Systems Performance Officers and ACFS Senior Finance Officers to design pathways and systems that are value adding, efficient and effective and that seamlessly interface with other services, vendors and providers.
* To support the ACFS Service Manager in strategic decision-making and strategic design decisions for ACFS so that the service operating model remains fit for purpose, robust and flexible to cope with current and future demands.
* To manage and enable development of ACFS Senior Finance Officers, providing advice, support, development and/or training, to deliver team objectives.
* To follow business processes and procedures for the role and to interpret and enact all policy and contractual agreements with Vendors and Providers so that the service continues to operate and be compliant within agreed policy and procedural frameworks.
* To support the ACFS Service Manager and Commissioners in development of contracts, advising on financial aspects to ensure the deliverability of contracts and that robust financial controls are in place
* Responsible for ensuring that work activities meet the relevant Key Performance Indicators for the service, identifying and implementing plans to address underperformance and to drive continuous improvement and embed Performance Management throughout ACFS.

**Professional Accountabilities:**

The post holder is required to contribute to the achievement of the Council objectives through:

**Financial Management**

Personal accountability for delivering services efficiently, effectively, within budget and to implement any approved savings and investment allocated to the service.

**People Management**

Engaging with People Management policies and processes

**Equalities**

Ensuring that all work is completed with a commitment to equality and anti-discriminatory practice, as a minimum to standards required by legislation.

**Climate Change**

Delivering energy conservation practices in line with the Council’s climate change strategy.

**Health and Safety**

Ensuring a work environment that protects people’s health and safety and that promotes welfare, and which is in accordance with the Council’s Health & Safety policy.

**Safeguarding**

Commitment to safeguarding and promoting the welfare of vulnerable groups.

The content of this Job Description and Person Specification will be reviewed on a regular basis.

**Person Specification**  A = Assessed at Application

I = Assessed at Interview

T = Assessed through Test

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| **Minimum Criteria for Disability Confident Scheme \*** | **Criteria** | **Measured by** |
| **employer_small** | **Qualifications/Professional membership*** NVQ IV or equivalent qualification (such as HNC); or relevant experience
 | A |
| **employer_small** | **Knowledge and Experience*** Proven and demonstrable local government or public sector experience
* Demonstrable experience in a customer service setting with customer-facing roles (internal or external customers)
* Proven working knowledge of financial processes and financial systems.
* Experience of designing and leading workshops in all aspects of service integration.
* Experience of presenting complex or contentious concepts to stakeholders at all levels.
* Experience dealing with and resolving complaints.
* Experience of utilising, inputting and interrogating records into corporate ICT applications and systems
* Experience of working in a busy deadline orientated environment.
* Demonstrable knowledge of how charges are calculated in accordance with the Care Act 2014 and the UK Welfare Benefits system.
* A thorough understanding of client department charging policies covering Residential Accommodation, Non-Residential and Fairer Charging policies for home care and non-residential care services.
* Proven knowledge of or ability to quickly acquire knowledge relating to social care Financial Assessments and all key policy, legislation and departmental procedures.
* Ability to understand the impact of and implement, new legislation, processes and departmental procedures
* Experience of supervising and training staff
 | A/IA/IA/IIA/IA/IIIA/IA/IIIA/I |
| **employer_small** | **Skills*** Excellent interpersonal skills, tact and diplomacy, with the ability to develop effective working relationships and promote excellent customer care. This includes fostering good working relationships within the ACFS management team, client directorates, other directorates and external agencies as required.
* Ability to manage, motivate and train others.
* Excellent Numeracy skills with the ability to carry out detailed analysis work.
* Ability to specify Management Information requirements.
* Ability to be confident and credible in decision-making processes, which may not always be popular
* Ability to create and use spread sheets, word processing documents, financial systems, presentation software and e-mail
* Good written and oral communication skills at all levels – this post will involve liaison with team management, fieldwork staff, colleagues in the department, wider colleagues in Staffordshire County Council and the NHS where required and members of the public.
* Good time management skills with an ability to work under pressure to meet deadlines and on own initiative.
* Excellent negotiation and political skills and ability to understand the impact to the County Council
* Excellent time management skills with an ability to work under pressure to meet deadlines and on own initiative.
* Ability to empathise and see things from other colleague’s perspectives.
* Ability to plan and organise own work without supervision
* Ability to produce accurate and quality-controlled work
* Flexible, ‘can do’ approach – demonstrating ability to respond positively to changes in allocation of work at short notice to set deadlines.
* A commitment to equal opportunities and anti-discriminatory practice and to work with a diverse customer base.
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**** If a disabled person meets the criteria indicated by the Disability Confident scheme symbol and provides evidence of this on their application form, they will be guaranteed an interview.

We are proud to display the Disability Confidence Symbol, which is a recognition given by Job centre plus to employers who agree to meet specific requirements regarding the recruitment, employment, retention, and career development of disabled people.

If you need a copy of this information in large print, braille, another language on cassette or disc, please ask us by contacting

Talent & Resourcing Team 01785 278300