

Client Affairs Service - Administrator

Grade 5

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 citizens
- 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

The Client Affairs service are responsible for looking after the property and financial affairs of people who lack the mental capacity to do so for themselves by acting as court appointed Deputy or Department for Work and Pensions (DWP) approved Appointee. The decisions made by the team on behalf of client ensure that their financial affairs are properly managed, and their independence and choice are maintained.

All people being supported by the Client Affairs Service will be eligible for adult social care support under the relevant legislation governing care and mental capacity.

Reporting Relationships

Responsible to: Client Affairs Service Senior Officer

Responsible for: N/A

Key Accountabilities:

1. To support the maintenance of a safe and effective Client Affairs Service which complies with Staffordshire County Council (SCC) Policy and eligibility criteria, Office of the Public Guardian and Department for Work and Pensions (DWP) guidance.
2. To be accountable for ensuring that standard operating procedures and SCC audit requirements are adhered to in the administration of appointee accounts.
3. To record data accurately on appropriate systems to facilitate the application approval process.
4. To collate and provide relevant information to support expenditure decisions within Court of Protection Deputyship arrangements.
5. Apply to the Department of Work and Pensions to assume Appointeeship responsibility for the benefit income of clients that lack mental capacity but have limited personal income and assets. Adhere to the relevant Appointeeship processes including regular review of entitlement to benefits.
6. To provide administrative support to a team of Client Affairs Service Officers in the delivery of a high quality effective Client Affairs Service across the business area, including the processing of invoices.
7. To ensure required data quality standards are met for business area and that a person's records, both electronic and manual, are maintained in accordance with current legislation and organisational policy
8. To input and retrieve data, in a presentable format as applicable, to support performance management across the team.
9. To respond to internal and external customer enquiries, assessing the severity and/or sensitivity to take appropriate action, including responding to requests and initiating processes, to ensure that enquiries are dealt with efficiently and effectively.

10. To support senior colleagues to implement new office systems and ASC policies and procedures.
11. Any other duties commensurate with the grading of the post

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

Minimum Criteria for Disability Confident Scheme *	Criteria	Measured by
	Qualifications/Professional membership <ul style="list-style-type: none"> NVQ level 3 or equivalent experience 	A/I
	Knowledge and Experience <ul style="list-style-type: none"> Understanding of the Mental Capacity Act and how it applies to Appointeeship Knowledge of working with people with mental incapacity To plan and prioritise work to meet deadlines and work effectively under pressure Experience of working in an administrative or finance function Knowledge of the State Benefits system The ability and experience to operate computer-based information systems and use Microsoft Office packages Ability to analyse processes and recommend changes to improve efficiency Experience of working with internal & external customers to provide an excellent quality service 	A/I A/I A/I A/I A/I A/I A/I
	Skills This post is designated as a casual car user <ul style="list-style-type: none"> Proven communication skills: ability to express clearly in written and spoken word and be able to 	A/I

	<p>influence, negotiate and persuade in service user's best interests</p> <ul style="list-style-type: none"> • Proven numeracy and budgetary skills, including the ability to ensure that the service user's resources and those of the County Council are used to maximum effect. • Demonstrable organisational skills • A responsible and flexible approach to work as a member of a team, demonstrating the ability to respond positively to changes in work allocation at short notice. • Be prepared to undertake personal development and training • Have a proven commitment to being a team player • Have a commitment to the principles of strengths-based practice <p>Ability to travel around the county (special arrangements can apply for people with a disability)</p>	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>
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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