

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Children’s Services Income Management Officer	Grade: SO1
Section: Children’s Services Transactional Finance Team	Directorate: Children’s Services
Responsible to following Manager: Deputy Payments Manager	Responsible for following staff: N/A
Post Number/s:	Date: March 2022

Working for the Richmond/ Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Borough Councils and is based in Wandsworth. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront innovation in local government and the organisation will invest in your development and ensure the opportunities for progression that only a large organisation can provide.

Job Purpose:

- To be responsible for the income management and debt recovery work for the Children’s Services Directorate ensuring that all invoices are raised and paid promptly in an effective and timely manner to maximize income for the department.
- To provide accurate and timely aged debt reports to Budget Managers across the Directorate to ensure they are kept informed of all outstanding debts that affect their financial position.

Specific Duties and Responsibilities:

1. Customer Management

- To work closely with the Managers and Business Support Officers within the Directorate to ensure that invoices are raised to maximise income for the department and to ensure debts are paid in a timely manner.
- To support the development of effective working relationships with key stakeholders within the council and external organisations.

2. Operational Service Delivery

- To make or receive contact with debtors or their representatives by phone, letter, email and video conferencing with a view to discussing outstanding invoices to obtain payment in a professional and courteous manner and resolve any disputes or queries there may be.
- To deal with general and complex recovery matters and progress these to a suitable conclusion including court action if necessary.
- To maintain records and systems and produce standard reports and information as and when required.
- Working with the Finance Team during end of year closing to ensure that all income has been accounted for and the bad debt provision is a true and accurate account of the outstanding debts.
- To advise and support managers and team leaders on relevant matters affecting the department's income.
- To work as required in ways that develop good working relations and collaborative internal and external stakeholders particularly Shared Legal Services, Capita and Transactional Services.
- To agree strategies and actions plans for resolving individual debt cases, involving liaison with the Councils' legal service, Social Work Teams and other officers to progress debt recovery action and resolve complex cases, involving vulnerable services, their families/or their legal representatives.
- To prepare and maintain detailed reports to inform Management about debt recovery cases, strategies, and financial aspects.
- To present reports at Management meetings and prepare briefings on individual cases for senior managers, as and when appropriate.

3. Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated by the SSA's policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.

- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council.
- The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

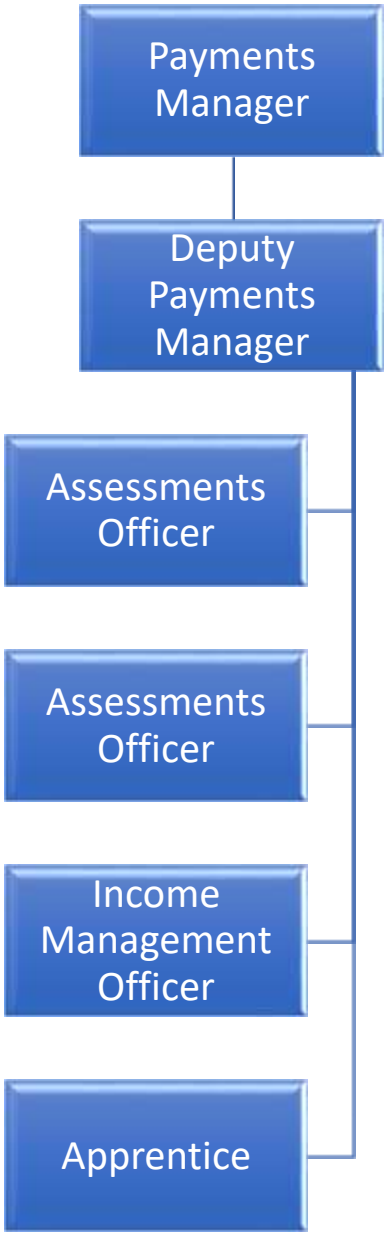
4. Contacts

- Primary contact will be with other officers within the Council and external debtors.
- To develop and promote internal and external partnerships that reflect the Council's commitment to work in active partnership with the community to ensure that income for the department is maximized and debts recovered in a timely manner.
- To be aware of and assist in managing effective cross-Directorate working relationships, while maintaining professional integrity and without compromising good financial practice.

5. Miscellaneous

- Complete other reasonable tasks in order to fulfil role purpose or as instructed by management.
- To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
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- To adhere to security controls and requirements as mandated by the SSA's policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems.
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Current team structure



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Our Values and Behaviours¹

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular –

- taking responsibility and being accountable for achieving the best possible outcomes – a ‘can do’ attitude to work
- continuously seeking better value for money and improved outcomes at lower cost
- focussing on residents and service users, and ensuring they receive the highest standards of service provision
- taking a team approach that values collaboration and partnership working.

Person Specification Requirements	Assessed by A & I/ T/ C (see below for explanation)
Knowledge	
Strong analytical and technical skills and the ability to clearly present financial information in a manner appropriate to the recipients of the information.	A & I
Ability to extract and manipulate relevant financial data from the core financial information systems with advanced Microsoft Office skills.	A & I
Experience	
Experience of debt recovery through to legal action (desirable)	A & I
Strong interpersonal skills including the ability to communicate with Budget Managers.	
Ability to provide constructive challenge and to exert influence.	A & I
Skills	
Good oral and written skills to provide clear and concise messages.	A & I

¹ These values and behaviours will be developed further as the SSA becomes established.



Ability to organise and prioritise own workload, to work under pressure and meet deadlines.	A & I
Ability to deal with complex issues methodically and strategically.	A & I
Ability to deal with confrontational situations in a calm and professional manner.	A & I
Qualifications	
Part qualification in AAT or equivalent experience of working in a financial environment.	A/C

A – Application form

I – Interview

T – Test

C - Certificate