

Apprentice Vacancies JD Information Required for National Apprenticeship Service	
Vacancy Title/Framework and Level: Intermediate/Advanced	Apprentice Financial Assessment Officer Business Administration Level 2 Diploma
Employer Name	Richmond/Wandsworth SSA
ERN (WBCLLL)	
Full Employer Location & Postcode	Wandsworth High Street SW18 2PU
Contact person and number	Ashley Redman
Short Employer Description	Working within the Financial Assessment Team for Richmond/Wandsworth shared staffing arrangement.
Company Website (if known)	
Working Week (total hours and days) <i>Eg. 9am – 5pm, Monday to Friday 35 hours</i>	36 Hours per week between 9 am – 5:15 pm, Monday to Friday
Salary	£214 per week
Short Vacancy Description (brief overview of position)	To provide timely and accurate financial assessments, invoices and debt recovery work for Adult Social Services directorate service users and in line with relevant national and local contribution policies.
Full Vacancy Description (Responsibilities and duties)	<ol style="list-style-type: none"> 1. To carry out financial assessment calculations for people receiving adult social services and to calculate contributions towards their personal budget or care service communicating this to service users and ensuring accurate invoices are raised on a timely basis. 2. To ensure that all details are accurately recorded on relevant IT systems (Mosaic) and statistical/management information is provided as and when required and according to deadlines and timescales. 3. To review information specifically to identify entitlement to state benefits, pensions, evidence of any potential financial abuse and deprivation of assets and then to make referrals as appropriate e.g. Welfare

	<p>benefits advice service, client affairs team, care team, line manager etc.</p> <ol style="list-style-type: none"> 4. To respond to general enquiries from service users and representatives about financial assessments, invoices and charging policy by phone, letter and face to face meetings. 5. To advise and support managers on basic enquiries relating to the service. 6. To contribute as required to performance review and improvement measures on an ongoing basis, helping to ensure that a customer focus is embedded within the function and innovative and creative solutions are evaluated to securing the highest quality and value for money function. 7. To ensure that accurate invoices are raised according to deadlines. 8. To make or receive contact with service users or their representatives by phone or letter 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. 9. To deal with general recovery matters and progress these to a suitable conclusion. 10. To maintain records and systems and produce standard reports and information as and when required including working with the Finance Team during end of year closing. 11. To allocate service user contributions as appropriate, to take service user payments over the phone and to prepare write off documentation and process once authorised. 12. To identify and report cases where there may be fraud, misappropriation or misuse of service users funds in line with the Council's Safeguarding and fraud procedures. 13. To ensure that the services for both Councils are dealt with on an equitable basis to deliver the standards required for each, as agreed annually by the Executives of both Councils.
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	<p>14. To advise and support managers on relevant matters affecting the service.</p> <p>15. To work as required in ways that develop good working relations and collaborative internal and external stakeholders particularly Shared Legal Services, Care Team, Financial Assessment Team and Transactional Services.</p>
Training Delivery (WBCLLL)	<ul style="list-style-type: none"> • On the job training • Off the job training (Workshops) • Coursework
Skills Required	
Qualifications Required	<ul style="list-style-type: none"> • Good Numeracy/ literacy skills
Personal Qualities	<ul style="list-style-type: none"> • Good communication skills • Attention to details
Any Other Important Information (Holiday/DBS/Driving Licence etc.)	
Any further questions/information you would like the candidate to answer.	An understanding of the service user, the department supports
Closing Date For Applications (at least 2 week from going live)	
Interview/Assessment Dates Beginning From:	
A Possible Start Date (if possible, otherwise will be inputted by WBCLLL)	