

Northumberland County Council

JOB DESCRIPTION

Post Title: Administrative Assistant (Finance)	Director/Service/Sector People Group, Family Services		Office Use
Band: 4	Workplace: Family Support & Placement, Hepscott Park		JE ref: 2041 HRMS ref:
Responsible to: Administrative Manager	Date:	Manager Lever:	
Job Purpose: To administer the Family Placement Payment System and provide administrative support to the service.			
Resources	Staff	None. (Training of new employees)	
	Finance	Prepare and process Family Placement Payment Schedule, accounting for considerable or large sums of money, and recover associated debts. Ordering and processing invoices. Calculate adoption, Residence Order and Special Guardianship allowances.	
	Physical	Careful use of PC. Shared responsibility for other office equipment provided. Handling and processing information. Ordering and processing invoices.	
	Clients	Telephone/Reception – first point of contact for members of the public/service users/service providers/service managers	
Duties and key result areas:			
<ol style="list-style-type: none"> 1. Undertake complex payment checking, coding and calculations and information processing activities in order to ensure accuracy in the payment of care provider fees and allowances and the maintenance of financial and operational systems. 2. Produce notification of payments to all care provider and respond to all care provider, social worker or management requests relating to payment queries 3. Recover overpayments, negotiating repayment plans as required. Raise invoices on behalf of Children's Services 4. Apply DfES guidance and means test to calculate adoption, Residence Order and Special Guardianship allowances 5. Operate and maintain schedules, records and systems for work areas for which responsible to ensure processes are carried out effectively and efficiently 6. Respond to non routine and complex enquiries, both oral and/or in writing from a wide range of contacts, using judgement in forming responses so that advice on the area of work dealt with by Family Placement finance is consistently given in accordance with agreed policies and statutory legislation and within defined procedures 7. Prepare statistical and financial information from systems, and collate and present information for use of senior staff for operational management and policy development purposes 8. Monitor the operation of processes and advise on improvements in the job holder's specific work area, so as to contribute to the achievement of the Family Support and Placement Service objectives. 9. Ensure that all communication channels (upwards/downwards/lateral) are fully utilised in order to ensure that uncertainty is removed and services are delivered effectively. 10. Instruct and train new staff in order to ensure that they are competent to undertake the required tasks commensurate with the principle responsibilities of their jobs and that the day to day work of the Family Placement Finance team is progressed according to agreed timescales, and that problems are identified and addressed and escalated when necessary. 11. To process payments which fall outside the regular schedule of payments 12. Ensure care and reconciliation of petty cash and other amounts of cash or cheques 13. To deputise for the Administrative Manager, as required. 14. To provide a customer focused service, ensuring that effective working relationships are developed and maintained. Provide effective liaison and communication with approved care providers and social workers. 15. Other duties appropriate to the nature, level and grade of the post. 			

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

Work Arrangements

Transport requirements:	Occasional need to travel to other service locations.
Working patterns:	Normal office hours – use of flexible hours in accordance with procedures.
Working conditions:	Office based.

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PERSON SPECIFICATION

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Essential	Desirable	Assess by
Knowledge and Qualifications		
Good general education demonstrating numeracy and literacy. NVQ Level 2 or equivalent in a business related discipline.	RSA II Typing/Text/Word Processing. NVQ 3 or equivalent in a business related discipline. Knowledge of Local Authority Financial Systems.	
Experience		
Considerable experience in a similar financial role covering a broad range of support tasks and procedures. Experience of working in a customer orientated service area Experience of working with ICT systems Experience of providing advice and support to managers, employees and care providers Experience of supporting change and revised procedures resulting from legislative and other changes	Advanced skills in Microsoft Office. Experience of the directorate's services.	
Skills and competencies		
A sound working knowledge of computerised systems, including procurement and accounts payable functions. Ability to work without constant supervision. Ability to work within a clear policy of confidentiality. Good written and verbal communications skills. Ability to present budgetary information in a clear, concise written form. Ability to think clearly and meet deadlines. Skilled in using office applications on a personal computer. Ability to prioritise and organise workloads. Ability to work on own initiative. A high degree of numeracy Good working knowledge of administrative and financial practices and procedures Well developed team working skills Good communication and presentation skills Analytical and problem solving skills		
Physical, mental and emotional demands		
Normally works in a seated position with some standing, walking, stretching and lifting. Regular periods of concentrated mental attention Demonstrate integrity and upholds values and principles. Commitment to providing a quality admin support service. Promotes equal opportunities and diversity in all aspects of work. Adapts to change by adopting a flexible and cooperative attitude.		

<p>Ability to organise and prioritise workloads and work under pressure and to deadlines and conflicting demands Able to deal confidently with a full range of requests and respond in a mature and courteous manner in sometimes difficult situations which may result in some emotional demands Ability to work to a strict timetable and to a high level of accuracy</p>		
Other		

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits