

Job Profile

Position Details	
Post	Revenue Officer
Service Area	Commissioning
Reports to	Financial Assessment Manager
Grade	Scale SO1
Job Family	

Role Purpose
<ol style="list-style-type: none">1. Work as a member of the Financial Assessment Team taking responsibilities for transactions, setting up and maintaining schedules and one off payments, supporting projects and processing financial queries.2. To assist the Financial Assessment Manager to regularly monitor expenditure against budget in accordance with prescribed processes and timetables and to help provide a robust challenge to budget holders where necessary.3. To maximise the income of the department through a process of effective management of customer accounts in relation to Care in the Community and Residential.4. Providing advice and support to providers, colleagues and managers in relation to provider and customer financial queries and IT systems (SAP and Mosaic).5. Provide support with Financial Assessment process in relation to workflow and Brokerage.

Main Responsibilities
<ol style="list-style-type: none">1. Accurately process client and supplier related transactions using Councils IT systems (SAP and Mosaic), including invoice processing and payment requests on Councils IT systems (SAP/Mosaic), processing purchase orders (creating, goods-receipting and closing purchase orders), and setting up standing orders for care charges.2. Work with local systems, processes and work plans/schedules to ensure work completion adheres to corporate financial processes and timetables for processing client and provider related transactions e.g. invoices, cash, cheques using Councils IT systems (Mosaic and SAP).3. To be responsible for calculating and applying credit and debit corrections for care accounts, identifying and rectifying incorrectly posted cash on Debtors' System and resolving unallocated payments.4. To be responsible for identifying overpayments and applying refunds.5. To liaise and negotiate with providers regarding missed service and other related queries, liaise with clients or third parties acting on their behalf, external organisations and other Council employees, in relation to customer accounts.

6. Ensure the accurate inputting of client and provider related financial information on Mosaic and ensuring that Mosaic is kept up-to-date with all financial administration. Undertake joint income reconciliation with Corporate Finance and Debt Team.
7. Responsible for running regular reports for monitoring purposes.
8. Maintaining an understanding of the structure of service cost centres and changes and ensuring accurate usage. Ensure regular (SAP-Mosaic) reconciliation investigations as appropriate, carry out Imprest and Bank Reconciliation as necessary.
9. Maintaining Purchase Card records, raise new purchase order for clients and providers at part of annual financial planning.
10. Raising journals including client expenditure reallocation journals, including client bank accounts and Personal Fund Accounts (PFA) and P cards.
11. Coding of cash/cheques receipts from clients, external agencies.
12. Raising debtor's invoices on Councils IT systems (SAP), chasing debts, debt write-off forms using IT systems (SAP and Mosaic).
13. Assist with year- end closure e.g. processing accruals journals.
14. Understanding, knowledge and ability to follow guidelines that ensures compliance to Health and Safety at Work, Data Protection and other statutory requirements.
15. Health and Safety aspects/issues, first aid/manual handling etc. in relation to working environment, i.e. hazardous materials and relevant processes/legislations etc.
16. Knowledge and experience of using IT/working knowledge adequate or sound knowledge required etc.
17. Understanding and commitment to promoting and implementing the Council's Equal Opportunities policies.
18. To undertake any other temporary responsibilities aligned with the overall purpose and grade of the role.

Knowledge, Qualifications, Skills and Experience	Essential/ Desirable
1. Knowledge of the Councils Charging Policies	D
2. Knowledge of Care Act 2004 and Mental Capacity Act 2005	D
3. Experience and understanding of working with vulnerable adults and children.	D
4. Practical experience of financial administration	D
5. Practical experience of dealing with the general public and providers?	E
6. Ability to process invoices and payments in accordance with official procedures and within set deadlines.	E
7. Ability to use computer packages such as the electronic mail system, databases and word processing packages.	E
8. Ability to interrogate, interpret and add data on systems such as SAP and Mosaic (or experience of other finance and customer records database systems) at an advanced level.	E
9. Ability to maintain effective and efficient financial digital and administration systems ensuring that office procedures are adhered to.	E
10. Excellent Excel skills; including the ability to sort, filter and use simple formulae. Ability to maintain numerical information accurately, perform calculations and prepare unit costings.	E
11. Ability to work under pressure and respond effectively to rapidly changing priorities and deadlines.	E
12. Ability to prioritise, be flexible and arrange workloads to set targets.	E
13. Ability to write reports, letters, memos and brief.	E
14. Ability to communicate clearly and tactfully with members of the public, staff and external agencies.	E
15. Ability to maintain confidentiality.	E
	E
	E

Dimensions & Main Contacts

Key relationships/Functional links with:

Brokerage Payments Team, Brokerage Team, Adult Service Social Worker Teams, Legal Services, Corporate Finance and Debt Team.

Main Contacts:

1. Adult Services
2. Brokerage Payment Team
3. Brokerage Team / Corporate Debt Team / Finance Team
4. Mosaic/SAP Team
5. Commissioning Team
6. Performance Team

Organisational Structure

Please provide organisation structure chart below or as a separate attachment.

Additional Information

Please complete the additional information as fully as you can.

Supervision / Management of People				
Please indicate which group best describes the total number of staff the post holder is responsible for:				
None	Up to 5 staff	6 to 15 staff	16 to 49 staff	50 plus staff
None				
Are the staff based at the same work location?				Yes/No
Will the post holder be responsible for contract / agency / project staff?				Yes/No

In the normal course of their duties would it be reasonable to expect the job holder to undertake, or be involved in, any of the following on a regular basis. If Yes, please provide an estimate of the % of their working day this involves.

Work Environment					
Activity	Yes/No	% of working day	Activity	Yes/No	% of working day
Office duties.	Yes	80%	Use of a computer.	Yes	
Audio typing.	Yes		Crisis or conflict situations.	Yes	10%
Walking more than a mile.	No		Manual handling.	No	
Working alone or in isolation.	No	20%	Working in confined spaces.	No	
Driving a car, van or minibus.	No		Preparing or serving food.	No	
Exposure to infectious diseases, e.g. Tuberculosis (TB) or Hepatitis B.	No		Working in awkward positions, e.g. stooping, bending, reaching.	No	
Exposure to substances hazardous to health, including lead, asbestos or radioactive substances.	No		Operating heavy or hazardous machinery including forklifts, diggers or cranes.	No	

Activity	Yes/No	% of working day	Activity	Yes/No	% of working day
Regular and repetitive movements.	No		Working shifts / unsocial hours, nights.	No	
Outdoor work involving uneven surfaces.	No		Standing or sitting for prolonged periods.	Yes	80%
Working shifts / unsocial hours / nights.	No		Working at heights / on ladders, roof work.	No	
Teaching, or responsibility for, children.	No		Outdoor work involving extremes of temperature.	No	
Electrical hazards.	No		Control and restraint.	No	

Resources – identify & list personal and identifiable accountability for physical and financial resources including those of clients:
N/A
Cash/Financial Resources - Is the post personally and identifiably accountable for the accurate handling / security of cash and cheques? If yes, specify the average amount controlled at any one time and the nature of the accountability:
No
Plant/Equipment - is the post personally accountable for the proper use / safekeeping of plant / equipment? If yes, please indicate the type(s) of plant/equipment and the nature of the accountability:
No
Stocks/Materials - Is the post personally accountable for materials / items of stock? If yes, please indicate the type and approximate value and the nature of accountability:
No
Data Systems - is the post personally accountable for the use, manipulation and safekeeping of data systems whether manual or computerised? If yes please indicate the type of system(s) and the nature of the accountability, whilst explaining the importance of the data systems to the Council's operations:
To assist in the development and maintenance of a date base of resources ensuring that information is accurate, current and meets the needs of the service. To use this information to advice social workers/Team Managers in relation to purchasing care packages.
<ul style="list-style-type: none"> • Mosaic • SAP • Dynamic Purchasing System
Buildings - Is the post personally accountable for the proper use and safekeeping of buildings? If yes please indicate the type of building(s) concerned and the nature of the accountability:
NO