

Finance & Collection Officer – Grade 6

Job purpose

At Kirklees we want to be innovative and creative in the way we work to deliver our services to our communities. We know we have challenging times ahead, so we are always looking for better and smarter ways to work including promotion on online self-service and self-help for customers.

As a Finance and Collection Officer you will be working in either Client Financial Affairs or Collection and Recovery team. You will need to be flexible as you could be required to work in any of these areas depending on the needs of the Service. You will be updating electronic customer records, inputting new information in accordance with legal requirements, council policies and procedures and service targets. The role is office based and you will be required to use a PC and a range of IT packages. A large part of your role will involve receiving and making telephone calls to customers

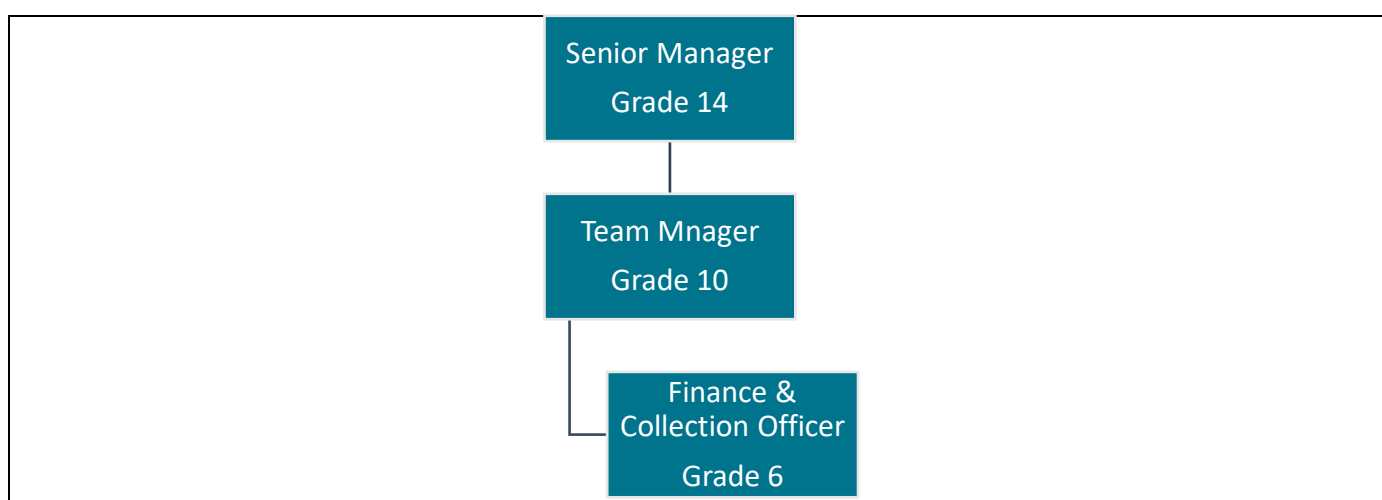
This role is based within Finance, IT and Transactional Services. Find out more about [working for Kirklees](#).

Key areas of responsibility

- As part of a team, you will be responsible for the administration of council revenue and financial records. You may be required to move between tasks or teams dependent on service needs and will be supported to do so.
- Your role will include the efficient and accurate maintenance of council records for clients receiving and paying for social care.
- This will involve you dealing with customers on a daily basis for example via telephone, email, and letter or face to face, collecting income, gathering financial and payment information from customers for adult social care.
- You will check and input electronic and paper information from customers, monitor and manage client's finances, for the assessment, billing and collection of social care contributions. It is important that accurate records of all discussions are maintained.
- You will work with key partners internal and external to the council as part of safeguarding and support within Social Care.
- You will be expected to work towards achieving objectives and meet performance standards set by the service. Of course, you will be supported by your manager and will be working as part of a team.
- You will work in a deadline driven environment which can at times be pressurised.
- Achieves performance targets both as a team and as an individual
- Adopts an approach which is flexible and committed to meeting service objectives
- Monitor and manage finances for clients unable to manage their own.
- Maintains accurate and up to date records.
- Works as a team player to ensure tasks are completed efficiently
- Carry out occasional house searches, instruct funerals and register deaths.

- Always presents a positive image of the council, and will look to obtain the best outcomes for the customers of Kirklees
- Deal with a variety of customers professionally, demonstrating good interpersonal skills
- Makes routine decisions in line with legislation, council policy and procedures and ensures appropriate action is taken in a timely manner
- Provides cover of telephone lines to meet the needs of the service when required
- Keeps up to date with legislative changes and changes in council policies and procedures that affect the role

Position of job in organisational structure



Employee Specification

Knowledge, qualifications, skills and experience	Shortlisting criteria
An understanding of adult social care legislation and charging policy.	Essential
Experienced in the use of standard IT packages such as Word and Excel and able to use bespoke IT systems	Essential
Able to input data and update records accurately, whilst ensuring targets are achieved	Essential
Excellent communication skills to deal effectively with customers and colleagues	Essential
You will have an ability to perform to a high standard whilst meeting required deadlines and delivering service goals	Essential
Able to maintain a calm and professional approach when dealing with difficult situations	Essential
Evidence of being able to work effectively as part of a team	Essential
Demonstrates a positive, professional approach open to change and able to adapt as the service moves forward	Essential
You take a proactive approach to meeting targets and deadlines	Essential
Able to demonstrate the ability to organise your own workloads to ensure you utilise your time effectively and efficiently to meet deadlines and targets	Essential

Knowledge, qualifications, skills and experience	Shortlisting criteria
Willing and able to work outside standard office hours when required to deliver the service	Essential
Willing and able to travel to different sites when required to deliver the service	Essential
Committed to training and develop in the role	Essential
Accepts a basic DBS check is required. Please note that a conviction may not exclude candidates from appointment but will be considered as part of the recruitment process.	Essential

Behaviours and expectations

The right behaviours and attitudes are as important to us as the skills you bring to the job. We expect all our employees to demonstrate the following behaviours:

- Positive
- Honesty
- Respectful
- Flexible
- Communicative
- Supportive

You will also promote and be a role model of the Council's expectations of a New Council Employee within the organisation. This role is at level 1. Find out more about [Council Behaviours and Expectations](#).

General information

See your responsibilities related to [Safeguarding](#).

Driving licence or able to travel independently across Kirklees, exceptions maybe made for disabled candidates.

This Job Profile is intended to provide an understanding and appreciation of the responsibilities of this particular job. It is not possible to specify every detail and we expect you to work flexibly within your skills, knowledge, experience and grade of this job.

For Office Use Only:

Job Category	Revenues & Benefits	Grading ID	61910 (Generic) 63630 (CFA)
Job ID	80100184	Last Updated	June 2020
Job Focus	Yes	Career Progression	No

Contractual Variants

DBS Category	Other	DBS Type	Basic
Health Check	No	Politically Restricted	No
24/7 working	No	Public Holidays	No
Night Working	No	Alternating Pattern	No

DBS Category	Other	DBS Type	Basic
Standby	No	Other	No
Checked by HR	December 2020		