



**JOB DESCRIPTION (JD)
AND EMPLOYEE
SPECIFICATION (ES)**

Standard Template

JOB TITLE:	Officer – Commissioned Services Payments Team		
GRADE:	G5	SERVICE AREA:	Intelligence and Support Delivery
JOB CODE:			
REPORTS TO:	Senior Officer – Commissioned Services Payments Team	LOCATION:	Flexible
SPECIAL CONDITIONS:	<p>On occasion will be required to work outside normal working hours to meet deadlines</p> <p>This post is covered by the Government’s Code of Practice on the English Language Fluency Duty for public sector workers.</p>		

Main purpose of the job role:

- To be a member of the Social Care, commissioned services provider payments team;
- Develop positive relationships with care providers across the health and social care economy, involving significant time spent communicating and negotiating with the providers to ensure accurately, validated payments are made in line with contract terms and service user individually commissioned support plans;
- Operate compliantly within contracted frameworks in the payment of health and social care services, to provide an effective interface across health and social care teams, advising on contracted providers payments and individual provider unit costs, ensuring best value in all decision making and whilst securing best outcomes for customers;
- Maximising electronic solutions to deliver a stream lined and efficient service, in line with specific contractual terms and wider organisation constitution and protocols;
- Delivering a structured and responsive customer focused service, within transparent and auditable Council processes.

2. Role specific duties and accountabilities:

- To deliver a responsive service across payments for all social care commissioned activity;
- Ensuring payments to care providers are validated against levels of care received by customer and within the approved commissioned budgetary envelope;
- Develop auditable overpayment recovery processes where required;
- Deliver the service in a compliant way, adhering to contractual frameworks;
- Investigate any potential payment irregularities and escalate as appropriate;
- Deliver the first line of contact for all social care providers in relation to payments for services delivered, including confirming payment schedules;
- Apply and validate all annual provider uplifts to unit costs of care;
- Confidently undertake queries and where appropriate challenge information provided in order to ensure payment validations are accurate;
- Liaise directly with citizens, their families and advocates in relation to care services commissioned and payments for services;
- Resolve provider payment disputes through application of analytical and communication skills;

- In order to ensure accurate payment arrangements are both established, communicated and undertaken, interfacing between Social Care teams; Corporate Finance Teams; Procurement and Commissioning colleagues will be key;
- To record and escalate any market management risks or concerns to inform commissioning intentions and market development;
- To process payments for personal budgets via direct payments, to enable service users to commission their own care;
- To ensure that market information, including digital and any paper-based sources, accurately reflect the latest positions on payments for care services, such as schedules for payments across care types; submission dates for payments
- To accurately record all purchasing within appropriate systems;
- To ensure high levels of integrity and auditable processes when processing payments;
- To ensure high level of confidentiality is maintained in all aspects of work;
- In order to deliver the service effectively, a degree of flexibility is needed and the post holder may be required to perform work not specifically referred to above. Such duties, however, will fall within the scope of the post, at the appropriate grade.

3. Corporate duties and accountabilities:

- The post holder will comply with and promote the Council's Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within his/her areas of responsibility.
- Through personal commitment and clear action, the postholder will promote the Council's employment policies, with particular reference to diversity, equality of access and treatment in employment, service delivery and community involvement. To support/develop a working culture within these services that reflects the corporate vision.
- Ensure that the services provided aligned to the Council strategy, vision, aims, objectives, priorities and continuous improvement programme and play their part in achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the Councils Policies and Procedures.
- This job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive.

JOB TITLE	GRADE	
Using the Job Description consider what essential behaviours, abilities and knowledge are required by a person to perform each of the main activities and accountabilities of the job safely and effectively.	Indicate when Assessment is possible: at Application form=A interview=I both=A/I test = T	WEIGHT CODE shows relative importance Low=1 Medium=2 High=3
Behaviours: refer to corporate behaviours document		
Professionalism - Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours.	I	3
Leadership - Leads by example, optimising those resources allocated, Communicates clearly taking account and welcoming feedback. Takes a positive and resilient approach to change understanding the longer-term vision of the Council and/or service areas.	Not Applicable	
Accountability - Adopt a 'can do' attitude in the work that I deliver taking accountability for my own performance and development and responsibility for my actions and decisions. I will demonstrate inclusivity and promote the values of diversity and equality.	A/I	3
Transparency - Work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or communities we serve.	A/I	3
Ethical - Aware of own impact on others through valuing openness, treating everyone with respect and listening carefully to understand the views of others in order to build trust.	I	3
Abilities/Skills: (refer to JE guidance document)		
Effective written and verbal communication skills, with the ability to communicate complex issues clearly, effectively, accurately and appropriately to both internal management and external customers or providers of services	A/I	3
Ability to work autonomously and under pressure	A/I	3
Ability to complete competing priorities	I	3
Ability to build strong networks internally across services	A/I	3
Advance numeracy skills	A/I	3
Knowledge/Experience: specify type, level and qualitative (not quantitative required); if any.		
Knowledge of the Adult Social Care agenda	I	2
Manages time and prioritises work to maximise productivity and effectiveness	I	3

Experience of working within a high volume, financial information processing environment	A/I	3
Experience of making critical decisions with skill	I/T	3
Experience of analysing high volumes of financial transactional data	I/T	3
Qualification: Specify any qualifications that are a minimum requirement, please include any equivalent qualifications that would be deemed acceptable or if this can be obtained through on the job experience.		
Previous office experience and suitable qualifications, e.g. NVQ Level 2 or above in a relevant field	A	
Evidence of achievement in higher education study in a relevant area such as business or finance studies (NVQ level 3 or above)	A	
Other Essential Requirements		
An awareness of, and commitment to, equality of opportunity	I	
Awareness of, and commitment to, confidentiality and handling data	I	
The ability to communicate verbally with customers and provide advice and/or information in accurate spoken English is essential for the post		
Prepared by:	A Doyle	Date: 10 July 2020

Important guidance

For new or amended posts

If this is a change to an existing job or a new job, you must complete the questions on the pages below

For existing posts

If this is a transfer onto the new template, you do not need to go any further with this form

Job Evaluation Supplementary Information

Additional information required for JE purposes only (this must be removed from the JD&ES before any recruitment process commences)

Job title **_Officer – Commissioned Service Provider Payments Team**

If this is an amendment to an existing post, please complete section below to explain the changes

Section 1

If there are any supervisory duties if so also complete section 2
If there are any financial accountability complete section 3

For a newly created post, please complete each relevant section below

Section 2

Q1. Does the post holder have any line management or supervisory responsibility?

No if no go to section 3

If yes please provide answers to questions (2-5) below

Q2. How many employees in total is the post holder accountable for (direct and indirect reports) on the structure?

Note: you must provide a structure chart

Q3. How many Annual Performance Conversations (APC) is the post holder accountable for conducting?

Q4. Does the post holder undertake supervision (but not conduct APC's) for these employees?

Yes **No** If no go to section 10

Q5. Briefly describe the duties performed as a supervisor and who these are for?

Section 3

Q1. If there is any financial accountability within the role (see table below for definitions of financial accountabilities) please provide the details against any sections in the below table which are relevant for the job role (please note – any information provided may be subject to verification with the Council's finance department): **No**

Budget Heading	Staffing Budget £	Budget figure £	Income Generation target £	level of accountability (using the relevant number (s) from the Key below)
Total				

Options for levels of accountability

- 1. **Main Budget Holder - fully accountable and authorised through Finance**
- 2. **Accountable – responsible for setting a budget or make recommendations over relevant expenditure from a specific delegated budget deciding how a budget is spent.**
- 3. **Accounting - profiling, planning and accounting for money associated to budget / income or auditing. This does not include administrative duties associated with budgets, as this is associated with an administrative function.**
- 4. **Project officer – fully accountable for specific capital allocations, this includes budget holder for project funding**
- 5.

Q2. Does the post holder deal with banking, petty cash or process any invoices, cheques etc...? **Yes**

What is the approximate value of this per week? £ 500k

Q3. Does the post holder have a P-Card? **No**

Section 4

Q1. Is policy development a specific feature of the job role (if so it would be expected that this would be identified within the JD/ES)?

Please note: Such policies must significantly impact upon the operation of the service. The post holder will have a specific responsibility to develop policies which must be more than being a consultee or identifying contributory factors, the role must require the job holder to have a direct contribution to policy formation or amendment of recognised council policies (as a specific responsibility/purpose of the role). **No**

If yes, please provide answers in the relevant sections below to all that apply:

Type of policy development	Tick if applicable	Provide examples of the council policies and briefly explain post holder's role	Who is this shared with
The accountability that is shared with and amongst others			
The accountability for the development is that of the post holder			Please indicate who approves / signs off the work of the post holder

Section 5

Q1. Is providing advice and guidance on policies, procedures and/or external regulations/legislation to others a specific feature of the job role (if so it would be expected that this would be identified within the JD/ES)?

Please note: The advice and guidance may be given either internally (e.g. other Council employees) or externally (e.g. members of the public) but must be an inherent part of the role and be more than providing information. The advice and guidance provided must influence the actions of those to whom it is given. **Yes**

If yes, please provide answers in the relevant sections below to all that apply:

Type of advisory responsibility	Tick if applicable	Provide examples of the advice given, and the policies, procedures or	Who is this advice given to?

		regulations/legislation they would advise on	
Advice given on internal policies/ procedures	Yes	Social care direct payment policy; social care client contributions policy; financial controls – in line with constitution	Social care commissioners and practitioners and managers
Advice given where interpretation of policies / procedures are required in order to meet specific circumstances or problems	Yes	Direct Payment policy – where staff are attempting to backdate payments	Social care practitioners
Advice given on the operation / implementation of external regulations / legislation, this would include where there is a specific responsibility to adapt internal policies / procedures as a result (e.g. to meet operational need)	Yes	Advice on payment schedules within commissioned care contracts in order to ensure compliancy	Social care practitioners and care providers

Section 6

Q1a. Is there any requirement for the post holder to plan ahead or organise for the future? (E.g. events, specific project planning, programmes of activities) **Yes**

Q1b. Please provide a brief example

Officer will be allocated a suite of commissioned care service accounts to hold provider payment responsibility for on a category basis – this requires planning and scheduling all payments; responsibility for applying annual uplift in fees and monthly payment arrangements for provider cohort – requiring planning on a quarterly basis.

Q1c. What are the timescale of the planning stage? (Planning stage does not include the implementation or the duration of the lifecycle of the project/programme)

Short term up to several weeks Yes – quarterly

Q2. Please provide an example of the most difficult problem the post holder will be expected to independently solve or provide solutions and list the type of different sources of information they will consider to reach a solution? (E.g. legislation, policies, consultation feedback, client's specific requirements)

Officer will be required to independently resolve provider payment disputes – where a social care provider has submitted payment for care which has been over delivered; is not in line with care commissioned in terms of hours or type of care delivered or unit costs for care.

Section 7

Q1. Please provide an example of the most significant type of issue the post holder will normally be expected to resolve and how will they do this (what is within their gift/remit)

Officer would be expected to resolve how a service user choosing to independently purchase their care via a personal budget- when the care start is urgent and the practitioner supporting the service user has failed to complete all necessary processes to enable payment to be made

Officer would be required to educate the staff member in the process they need to follow and assist them to do so; liaise with service user and their support agency to confirm payments will be processed; complete necessary checks and process an urgent payment requisition; liaise with corporate finance colleagues to ensure an urgent chaps payment is made

Q2. Please provide an example of a problem or situation the post holder will be required to escalate to the manager/supervisor

Following analysis of care delivered and payments made – officer would be required to escalate any financial irregularities in order that recovery processes can be approved.

Section 8

Equipment the post holder will use	Indicate Yes /No	For what % of time	For what purpose is this used
Computer Systems	Yes	N/A	Completing day job
Using Computer systems to undertake data inputting where there is a requirement for speed and precision	Yes	70%	Process payments; update core systems; create audit logs
Read only of GIS systems or similar	No	N/A	
Read and plot GIS systems	No	N/A	
Equipment <i>Refer to guidance for description of equipment</i>	List equipment	For what % of time	For what purpose is this used
Is the post holder required to use any equipment within the role, if yes provide a list in the next column		<i>None other than IT equipment and council systems</i>	
Effort <i>Refer to guidance for description of physical effort</i>	Activity	Frequency	
Is the post holder required to exert any physical effort as part of their role	Yes	Physical effort in filing and archiving invoices – quarterly	
Other please state			

Section 9

This section measures the degree and frequency of the mental concentration, alertness and attention required by the post holder. It looks specifically at the following types of attention.

Q1. Does your job involve any other form of mental demand? (sensory, enhanced or concentrated – refer to guidance document for definitions)

Please Delete as Applicable: **Yes**

If YES, what, why, for how long and how often?

What is the demand	Source – why	For how long at any one time	How often
Concentration	Concentrated effort is required in validating and processing payments for care delivered – processing of such payments also impacts on the individual contribution a service user will make to the cost of their care. There are over 1500 unit cost rates for commissioned care services – any application of the incorrect rate could have significant consequences	Working day	Daily

Q2. Is the job holder subject to regular interruptions and changes to the tasks they are undertaking from sources outside their control? Yes

Where do these interruptions come from and how often?

Officer could plan their work schedule for the day, then receive contact from a senior manager who has just had a call from the Chief’s office; an elected member; a service user; provider complaining that they have not received payments for care delivered and cannot afford to pay their staff – this would require the officer to ‘park work plan for the day’ and undertake and present a detailed fact finding position statement

Section 10

Q1. Is the post holder required to attend committee meetings or forums with elected members where there is an expectation they will present information and be independently accountable for answering questions or addressing any issues raised at that forum? **No**

Provide an example of the committee meetings or forums the post holder will present at and how often per year?

Q2. Does the post holder have any direct interaction with customers/service users – where the post holder’s actions/direct involvement can cause them to become emotionally distressed (this must be a specific responsibility of the role)? **Yes**

Please state if the post holder has contact with any of the following service users/customers (tick all that are relevant)

- | | | | | | | | |
|---------------|---|--------------------------|----------------------|---|--------------------------|----------------|---|
| Frail | Y | <input type="checkbox"/> | Physical impairments | Y | <input type="checkbox"/> | Terminally ill | Y |
| Disadvantaged | Y | <input type="checkbox"/> | Mental impairment | Y | <input type="checkbox"/> | | |
| Homeless | N | <input type="checkbox"/> | Vulnerable to abuse | Y | <input type="checkbox"/> | | |

Provide an example of the type of interaction they would have with service users/customers (e.g. supporting individuals to overcome a particular problem, supporting others to maintain dignity and independence, providing advice and guidance to support life changing choices)

How often would the post holder encounter the above or similar emotionally distressing situation?

Less than 3 times per year 3 times or more per year but **less** than once a week
 At least once a week

Q3. Will the post holder attend meetings where highly sensitive/serious case reviews regarding clients or safeguarding issues are being discussed? **No**

Section 11

Q1. Will the post holder undertake any of the following	Type of equipment, information, stock or purchasing /commissioning	Accountability level
a) Is the post holder accountable for stock ordering? No	What stock will be ordered:	Accountable <input type="checkbox"/> Shared responsibility <input type="checkbox"/>
b) Does the post holder have responsibility for development, design or adaptation of buildings, land or IT system No	What systems/land or buildings:	Accountable <input type="checkbox"/> Shared responsibility <input type="checkbox"/>
c) Does the post holder undertake any commissioning/procurement activity No	What is being commissioned/procured and value:	Accountable <input type="checkbox"/> Shared responsibility <input type="checkbox"/> Does this require authorisation Yes <input type="checkbox"/> No <input type="checkbox"/> Who gives authorisation, please provide the job title

Q2. What is the value and type of the equipment the post holder will use?

Type of equipment used	Approximate value of the equipment
Think pad; 2 screens; keyboard; mouse; calculator	Highest value item

Section 12

Q1. Based on the information provided in the 'special conditions' section of the JD, please indicate the total % of time (as a proportion of the whole job role) the post holder will be exposed to unavoidable external elements (e.g. inclement weather) or unpleasant, disagreeable or hazardous working environments. Do not include any travel time or any time where the post holder may be subject to any verbal abuse, as this is covered separately in the question below:

No exposure or minimal amounts None Up to 10%
 11% to 50% 51% - 75%
 Above 75%

Q2. Does the nature of the role expose the post holder to any face to face (excludes abusive telephone conversations) casual verbal abuse (e.g. an aggrieved customer swearing)

Yes

Please state how often on average is the post holder subject to casual verbal abuse? 1 per week

Q3. Does the nature of the role expose the post holder to serious verbal abuse on a weekly basis (e.g. abusive or aggressive behaviour specifically directed at the post holder due to their actions on behalf of the authority, most likely to be of a prolonged nature from which the post holder cannot avoid as they need to continue to deliver the service) No

Please state how often on average the post holder is subject to serious verbal abuse? Xx per week

Other information to support the evaluation optional

Please use this section for any information you feel has not already been covered through the completion of this form

Manager Approval

I confirm that this evaluation application form conveys an accurate description of the current roles and accountabilities of the job and supports the job description.

Manager Name Anne Doyle

Date 13 July 2020

Managers Signature

Managers job title – Group Manager

NJC

Date form received:	13/07/20	Received by:	R Lloyd
Date Evaluated:	22/07/20	Evaluated by:	R Lloyd
Job Evaluation Outcome		Original Grade (if applicable):	
New JE total score:	403	New Grade:	G5
Name of manager form & grade confirmation returned to:	Anne Doyle	Date form & grade returned:	11/08/2020
Job	Administration		
Job name	Administration Officer		
I confirm that the outcome grade has been assessed and is commensurate with the accountabilities of the post and that the evaluation evidence and associated forms have been scanned to the JE file :	JE Reference:	0614	
	JE Analyst name:	R Lloyd	
	JEA signature:	R Lloyd	
	Date:	11/08/2020	