

Leeds City Council

Job Description

Job Title:	Tele Care Finance Assistant	Salary	£15,598 to £16,998
Service Area:	Tele Care – Assistive Technology Services	Grade	B1
Directorate:	Adult Social Care	Date:	June 2014
Responsible To	Operational manager and Tele Care Team Manager		
Responsible For	N/A		

CORE VALUES, AMBITIONS AND GOALS

As a Council our Ambition is to be the best City Council in the UK

Our behaviours will be influenced by our values of;

- Working as a Team for Leeds
- Being Open, Honest & Trusted
- Working with Communities
- Treating People Fairly
- Spending Money Wisely

Our Vision

Our vision is “Better Lives for People in Leeds”.

Our goals

“Better Lives” is about a range of positive changes we are working towards in Adult Social Care over the next few years to improve the lives of people who use care and support and wider services in Leeds.

This can be divided into three main strands:-

Better Lives through enterprise – stimulating the social care market and increasing social capital to increase the range of choices for people

Better lives through Housing, Care and Support – working to ensure that people can stay living in their own homes as long as possible

Better Lives through integration – Adult Social Care and Health services working more closely together to support people

Job Purpose: The main purpose of the job is to assist in the provision of financial support to the Tele Care Service. This post will achieve this by keeping the information on details of installations and cancellations up to date and to provide weekly information to LCC Charging and billing team. The post holder will also be required to undertake a range of administrative tasks including raising orders, associated with the running of the Leeds Tele Care Service.

RESPONSIBILITIES

- Input installations and cancellations details into the database on a daily basis.
- To provide up to date information on the Service activity. Providing senior managers, budget holders and staff with information from financial systems.
- To help make sure the Council uses money wisely, and manages its assets including inventory register.
- To comply with statutory financial obligations.
- To identify unusual patterns of activity.
- Provide weekly and monthly records of service activity as required by the management team.
- To provide records in various formats such as excel.
- The enter information to computerised systems
- To provide detailed records of installations and cancellations to the LCC billing team on a weekly basis.
- To maintain appropriate records and files, both manually and on the computer system
- To carry out general office duties including raising orders, filing, photocopying, mail and completion of documentation as directed
- To receive telephone information from customers and family members and to pass on information to the relevant team.
- To assist in the provision and collation of information contributing to budget reporting
- To assisting with annual financial processes including the preparation of budgets and year end accounts.
- To communicate effectively both verbally and in writing with colleagues, members of the public and other stakeholders.
- To liaise with officers within the service, the Council and outside agencies in relation to the designated area of work.
- To complete tasks to a high quality and within agreed timescales.
- To be flexible in approach to enable deadlines to be met and to undertake work in other areas of the division's activities.
- To fulfil all duties and responsibilities with a strong customer focus and demonstrate a commitment to the provision of a quality service.
- To identify and report any suspected irregularities to senior staff.

Economic Conditions:

Annual Leave: 24 days per annum plus 8 statutory holidays (pro rata for part time employees). An additional 4 days leave is given after 5 years continuous service.

Hours: 37 hours per week - Normal office hours are rota between 8:00am – 6.30pm Monday - Friday.

Flexible Working: A range of flexible working options are available subject to approval of a business case

Conditions of Service: NJC Terms and Conditions apply. Some locally negotiated agreements may also be in place.

Equality & Diversity: Within the Council this is about making sure that everyone can fully join in the social, cultural, political and economic life of the city. The City Council is committed to its value of Treating People Fairly; this includes our staff and the people of Leeds. We will make sure that we do not discriminate against people because of their age, impairment, ethnic origin, nationality, religious belief, social class, gender, sexual orientation, gender reassignment, and marital status, responsibility for dependants, trade union activity or for any other unfair reason.

Health & Safety: The Council believes that ensuring the safety, health and well-being of employees, contractors, service users (including learners) and all others affected by our activities is essential to accomplishing our ambition and values. As a large employer we are committed to being an exemplar for good practice and contributing to the wider health agenda by ensuring that work doesn't contribute to poor health, using the workplace to improve health and well-being, and supporting our workforce to be "Happy, Healthy and Here". We expect all employees to contribute to their own individual safety and well being and to that of others who may be affected by their actions.

Promotion: Whilst no guarantee can be given to subsequent promotion, there are currently a number of higher graded posts within the Council which potentially provide the opportunity for career progression within the Council. Any subsequent vacancies will be filled in compliance with agreed Council procedures.

Training: The Council has a positive commitment to the training and development of employees in all areas of its activities. Similarly employees are also expected to adopt a positive attitude to any training provided and also to their own personal development.

Qualifications:

Evidence of numerical and literacy skills e.g. GCSE pass at Grade C or above in English and Mathematics or equivalent (this may include relevant work experience)

Relationships The post holder will work as part of a team within a health and social care setting, maintaining effective relationships with other colleagues, Elected Members, service users, families, carers and other agencies.

Physical Conditions The post holder will be based at a central office, currently in Cross Green with plans to move to the Assisted Living Leeds (ALL). The post holder may be required to visit other council buildings. The post holder may be required to be based at another location within the Leeds boundary. Leeds City Council operates a no smoking policy.

SPECIAL CONDITIONS:

Job Description Content Prepared / Reviewed by:

Name Katie Cunningham

Name

Designation Service Manager

Designation

Date: May 2014

Date:

PERSONAL SPECIFICATION ESSENTIAL REQUIREMENTS: It is essential that the candidate should be able to demonstrate the following criteria for the post within the context of the specific role. Candidates will only be short listed for interview if they can demonstrate on the application form that they meet all the essential requirements. Progression through the grades will be linked to the appraisal process and subject to you performing your key tasks to a satisfactory level, and where appropriate successful completion of examinations.

Method Of Assessment (MOA) – A = Application Form T = Test I = Interview C = Certificate

Skills required	MOA
Ability to pass information accurately and concisely between members of the public, staff and professionals	A/I
Ability to use computer logistic systems and email and bar coding equipment	A/I
Ability to organise and prioritise workload	I
Ability to maintain records accurately and to complete forms fully and legibly	A/I
To respect the need for confidentiality	I
Ability to use own initiative and work independently	I
Good communication skills verbal, written and in person and with both professionals and service users from a range of agencies	A/I
Ability to understand circumstances of service users and carers	A/I
Knowledge required	MOA
An understanding of the need for financial controls within an organisation.	A/I
Practical understanding of the application of computerised systems	A/I
Evidence of numerical and literacy skills e.g. GCSE pass at Grade C or above in English and Mathematics or equivalent (this may include relevant work experience)	A/I
Experience required	MOA
Working with data bases and spreadsheets	A/I
Of communicating effectively and positively in various ways with a variety of people, in a particular use of telephone	A/I
Of using a range of computer operating systems	A/I
Of working to deadlines.	A/I
Behavioural & Other Related Characteristics required	MOA
Be able to take responsibility for developing your own performance within the job.	A/I
Abide by the Council's Equality and Diversity Policy in the duties of the post, and as an employee of the Council.	A/I
Carry out all duties having regard to an employee's responsibility under the Council's Health and Safety and Safeguarding Adults policies and procedures.	A/I

Willingness to actively participate in training and development activities to ensure up to date knowledge and skills.	I
Knowledge of the problems of disadvantaged groups.	I

PERSONAL SPECIFICATION DESIRABLE REQUIREMENTS: It is desirable that the candidate should be able to demonstrate the following criteria for the post within the context of the specific role. Candidates are not required to meet all the Desirable requirements however these may be used to distinguish between acceptable candidates. Progression through the grades will be linked to the appraisal process and subject to you performing your key tasks to a satisfactory level, and where appropriate successful completion of examinations.

Method Of Assessment (MOA) – A = Application Form T = Test I = Interview C = Certificate

Skills required	MOA
Knowledge required	MOA
Knowledge of Telecare	I
Of Social Alarm services and Telecare / Preventative Technology	A/I
Of electronic stock control systems	A/I
Experience required	MOA
Of working as a member of a team	A/I
Of working with a range of agencies	I
Of achieving timely and accurate production of financial and non-financial information	I
Previous experience of financial and administrative duties	I
Behavioural & Other Related Characteristics required	MOA