

Job Profile

Direct Payment Support Officer

Grade: 5

Date reviewed: November 2022

JE ID: Pos_10007

About the Job

The Direct Payment Support Officer plays a vital role in the management of a variety of administrative functions across the Direct Payment Team, including the transactional management of prepaid cards, the handling of customer queries and the management of payments and invoices.

This is what we need you to do...

- Ensure the transactional management of prepaid cards, undertaking a super-user function for the financial management system
- Assist with financial tasks, for example: administrative tasks associated with the management of prepaid cards, invoices, changes to funding packages and financial reconciliation
- Ensure timely payments, by inputting Direct Payment Support Plans onto the relevant financial management and case recording systems
- Discharge a variety of administrative functions across the Direct Payment Team, contributing to improved outcomes for individuals and delivering the council's plans, priorities and strategies that achieve value for money, consistent with good practice
- Maintain and assist with the provision of management information regarding Direct Payments
- Assist with the development and maintenance of filing and recording systems for the Direct Payments team
- Support with the development of systems and processes concurrent with the successful delivery of Direct Payment functions
- Attend relevant meetings, providing guidance and information on the delivery aspects of pre-paid cards
- To carry out specific projects as required

Monitoring and ongoing development of outcomes

As part of the annual appraisal, outcome-based targets will be developed in conjunction with the post holder and will supplement this job profile. The job profile will be subject to regular review and the Council reserves its right to amend or add to the accountabilities listed above.

The ideal candidate will have...

Experience:

- Undertaking an administration support function, desirably within a financial setting
- Processing invoices or other procurement related activities
- Assisting with customer enquiries, including internal and external customers
- Working with multi agency partners
- Working with management information, including presenting management information using reports, tables, and graphs
- Working to deadlines, prioritising a range of work programmes
- Demonstrable financial acumen, including the use of databases and spreadsheets

Behavioural attributes

- Aligns with [Gloucestershire Employee Values](#) and behaviours
- Committed to continuous improvement
- Customer focused and able to communicate appropriately with customers and members of the public
- Flexible and self-motivated
- Ability to work on own initiative
- Ability to work effectively as part of a team with a collaborative approach

Knowledge, Skills and Understanding

- Good communication skills, verbal and written
- Knowledge and understanding of legislation relevant to the position, including (but not limited to), The Data Protection Act and The General Data Protection Regulations, and The Care Act 2014 and associated Direct Payment Regulations
- Administration skills, including telephony and ICT capabilities

Education & Qualifications

- A-C (or equivalent) in GCSE English and Maths

We encourage and welcome applications from people from ALL backgrounds and protected characteristics; applicants will be considered for employment without regard to their race, colour, religion or belief, age, nationality, ethnicity, gender (including pregnancy, childbirth, or other related medical conditions, paternity or adoption), gender identity, gender expression, sexual orientation, marital status, disability or caring responsibilities. As a Disability Confident employer, we will guarantee an interview for disabled applicants who meet the essential criteria for the job. Where the evidence shows that 'protected characteristics' are under represented in a profession or service, the Council may take 'positive action' to encourage applications for jobs to address this.