

# Job Description

## Financial Management Support Officer

Role Profile	BCP Band F
Service/Team	Adult Social Care, Finance Support Team
Reports to	Senior Financial Management Officer
Responsible for	None
Post number	104240
Career Grade	n/a

**My job improves the quality of life for the people of Bournemouth Christchurch and Poole by ensuring accurate and timely billing, resolving queries efficiently, and providing excellent customer service, which helps maintain trust and satisfaction within the community.**

### Job Overview

To work as part of a small team responsible for accurate invoicing and financial management to maximise income through accurate invoicing and the effective recovery of all Adult Social Care debt adhering to the Corporate Debt Policy, ASC Debt Policy and The Care Act 2014 and other relevant legislation, policies, and procedures.

### Key Responsibilities

- Provide financial advice to clients, families, and carers regarding care cost and charges
- Support clients in understanding their financial responsibilities
- Process invoices for client contributions towards Adult Social Care services
- Engage with clients during the early stages of debt recovery sensitively, to resolve payment issues and prevent financial hardship
- Update relevant debt spreadsheets
- Support the Senior Financial Management Officer in all aspects of billing, debt prevention, and recovery processes
- Support the Senior Financial Management Officer in case investigations and research
- Prepare cases and documentation for the Debt Management Committee
- Work closely with social care workers, care providers, and other stakeholders to ensure BCP Adult Social Care financial process align with care plans and service delivery and are compliant with relevant legislation, such as the Care Act 2014, and organisational policies
- Collaborate with legal and finance teams on complex cases or disputes
- Maintain and up-to-date records on BCP Adult Social Care, care management and financial systems
- Handle sensitive information in line with data protection regulations (e.g. GDPR)

### Specific Qualifications and Experience

- 3 A levels, NVQ 3 in Business Administration (or equivalent experience)
- AAT Level 2 Diploma in Accounting or equivalent qualification in finance or accountancy related subject
- Experience in financial services, business support, or related roles, preferably within a social care or public sector setting
- Knowledge of welfare benefits systems and adults social care funding
- Familiarity with debt management and recovery processes
- Experience working with vulnerable adults or in a customer-focused role
- Experience of giving advice in a customer facing role

This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with this post.

## **Personal Qualities & Attributes**

- Excellent knowledge of ICT including Microsoft Excel, Word, and Outlook
- Strong numeracy and analytical skills
- Ability to explain complex financial matters in a clear and empathetic manner
- Knowledge of social care financial policies and legislation (e.g. the care Act)
- Excellent organisational and time management skills
- Proficient in using financial systems
- Strong interpersonal and communication

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