

Job Profile

Job Title: Personal Finance Team Manager
Job Grade: Level 4 Zone 2
Salary Range: £47,394 - £54,222

About Camden

Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. We're not just home to UK's fast-growing economy, we're also home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

This is a great opportunity to work with teams across Adult Social Care (ASC) to ensure that people without capacity to manage their own finances are supported effectively, with a focus on what matters to them, we respond to changes in legislation and policy and meet the ambitions set out in Supporting People Connecting Communities

You will do this by further developing our approach to personal financial services, ensuring that we can effectively develop our approach to personalised care and support, whilst effectively monitoring the impact and outcomes of the support we provide to people without capacity to manage their finances. The Personal Finance Team Manager plays a key and significant role in ensuring that Camden Adult Social Care continue to provide high quality support to our residents, enabling them to live safe, healthy and independent lives.

About the role

The Personal Finance Team Manager will support the Service Manager and co-ordinate activities to establish and ensure effective management of the Adult Social Care Personal Finance Service. The postholder will play a key role in ensuring that we manage the finances of the people without capacity in a way that is focussed on their wellbeing, what matters to them, and their safety. The post holder will support the Service Manager with monitoring compliance with all key ASC policies and protocols relating to personal financial services, making recommendations for change to other ASC service managers and heads of service.

Key roles and responsibilities:

- To oversee the team's caseload in financial management, protection of property and funeral matters
- To assist with case allocation, monitoring and review. This would include checking all applications for management of people's property and affairs, case allocation, authorisation of payments, submission of annual accounts to the Office of the Public Guardian, review outgoing financial profiles and manage report recommendations from practitioners and private visitors.
- To be responsible for a caseload in relation to the management of people's assets and deceased accounts in conjunction with Legal Services.
- Direct line management of finance caseworkers and a support officer, including regular performance conversations, absence reporting, recruitment and disciplinary procedures as necessary
- Undertake audits of service users accounts on a regular basis to ensure appropriate and timely actions are taken in relation to their financial affairs and to ensure adequate records and digital records are maintained in an effective fashion to secure review.
- To be responsible for the production of regular performance and quality reports for the Personal Financial Services Manager and to respond effectively to complaints
- To provide day-to-day training and support and advice to caseworkers and social workers in matters relating to the Personal Financial Services Team

- Oversee the budget monitoring for deputy fee income and Public Health Funeral expenditure.
- Manage the Caspar database as a super user, ensuring GDPR compliance and that record keeping, bank reconciliations and financial accounting are up to date.
- Assist with the Public Health Funeral Contract and monitoring of outcomes
- To support the development of Adult Social Care's Personal Financial Services practice guidance
- To lead where complex cases/issues are identified, dealing directly with residents and their relatives, professionals and practitioners, senior management, leadership and members to resolve issues.
- To ensure that Court of Protection and Department of Work and Pension processes are in place to deliver an effective and efficient service that complies with the Council's standing orders obligations and other relevant legislation
- Lead generic Internal Audit (IA) investigations of the service working with IA to ensure they have full access to the wide range of records, financial information and systems, resident records and any external information that may be required, implementing any recommendations.

About you

You will be someone who can develop and promote the effective use of deputy and appointeeships. As well, contribute to the presentation of reports to managers and staff to ensure that performance is appropriately measured against key performance indicators, targets and standards.

Technical knowledge:

- In-depth knowledge and understanding of financial management under the Mental Capacity Act 2005
- Knowledge of section 46 of the Public Health Act 1984 (control of diseases)
- Knowledge of the Office of Public Guardian standards for Deputy property and affairs management
- Knowledge of the management of welfare benefits, HMRC and the Department of Work and Pensions
- Knowledge of key legislation and policies for ASC including the Care Act 2014, Safeguarding Adults

Experience requirements:

- Working collaboratively with a range of stakeholders including residents and senior leadership
- Background of working in Adult Social Care
- Evidenced financial skills and accounting for public funds; high level of numeracy, working accurately demonstrating attention to detail

Work Environment:

The post holder is required to:

- Work flexibly, as per the council's agile working policy.
- Be based in 5 Pancras Square, but is also expected to travel to various locations in which services are located.
- Attend meetings with key stakeholders at other premises or other council offices.

People Management Responsibilities:

The role will manage a team of 7 officers, providing all line management support and advice to develop a strong and effective team dynamic. The post holder will promote and embed a culture of continuous learning and collaborative working with internal and external partners.

Relationships:

- You will report to the Personal Finance Service Manager
- You will build collaborative relationships with staff across Adult Social Care
- You will present reports to Supporting People Directorate Management Team, and Corporate Management Team.
- You will collaborate with senior colleagues and other key stakeholders, to identify areas of improvement
- You will work collaboratively with residents, practitioners and managers to evaluate systems and amend where necessary
- Build good relationships with other Local Authority Teams and APAD members.
- You will share information on outcomes and quality with the wider service.
- You will work in collaboration with internal stakeholders, to embed performance management and a culture of continual improvement

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

Is this role Politically Restricted?

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

Diversity & Inclusion

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and those of other non-white ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for Adjustments

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application,

interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG