

DIRECT PAYMENTS ASSISTANT

Salary Range: £34,580 - £36,914

Grade: Level 2 Zone 2

Location: 5 Pancras Square, London N1C 4G

Reports to: Liisa Smith



About the role

The Direct Payment Assistant is responsible for providing administrative and financial support to the Adult Social Care Direct Payments Team, providing assistance to the monitoring officers and Direct Payments manager in ensuring the day to day running of direct payments. The role includes dealing with enquiries received by phone, fax, e-mail and mail, from people receiving direct payments, their carers, practitioners, managers and other third party organisations, concerning all aspects of individual direct payments administrative activity, including databases and payments systems. The Direct Payment Assistant prepares correspondence as required, creates and maintains case files, and acts as the lead officer for processing carers' payments, ensuring that these are paid in a timely fashion, including sending and processing paperwork and dealing with queries.

The post holder will be expected to deliver a high standard of customer care; contacting people who receive Direct Payments via telephone, email, post as well as home visits where appropriate; maintain good networks both internally and externally; arrange a varying workload, handling changing or conflicting priorities as a result; keep the Team and Service Manager updated about emerging issues regarding care provision / data / finance; and work in a demanding and time pressured environment.

The things you'll achieve

The role is responsible for building and maintaining positive working relationships in order to influence and negotiate across a full range of internal and external stakeholders, including social workers and practitioners; professionals in other departments; residents, carers, families and advocates of people receiving a direct payment; voluntary and community sector external support services; and external providers including payroll companies, insurance suppliers and prepaid card providers.

You will develop strong customer service, administration and financial skills, and provide invaluable support to a very busy team in a fast-moving and often challenging environment.

Previous post-holders have gone on to progress to Direct Payments Officer level or secured graduate apprentice roles as trainee social workers.

About you

Experience

- Knowledge of Direct Payments legislation, guidance and best practice
- Knowledge of local government financial regulations and structures, data protection and information governments
- IT literate with strong administration skills
- Evidenced financial skills and accounting for public funds; high level of numeracy, working accurately demonstrating attention to detail
- Good communication, influencing and negotiation skills working with different stakeholders
- Ability to exercise judgement and expertise
- Ability to work with people who receive Direct Payments, and their representatives, fairly and sensitively

You have

You are a good communicator and are able to liaise with the general public as well as internal and external colleagues at different level, both verbally and in writing.

You have solid IT and administration skills, and have experience in working with different systems and databases.

You possess great attention to detail and are able to analyse financial reports and statements.

You work well in a team and are resilient to support your colleagues in busy periods and under pressure.

Other important information...

People management

None.

Work environment

This role is based at 5 Pancras Square, London N1C 4G, although your time will be split between office and home working. The post holder may be asked to attend joint home visits with social care practitioners on an ad-hoc basis.

Who you will be working with

You will join a team of four Direct Payments Officers and report to Liisa Smith, Direct Payments Manager. You will also work closely with social workers, our external support services provider, a range of insurers and payroll providers and Camden Carers' Centre.

The application process

The application process will consist of a written test to assess your written communication and financial skills, and an interview with the Direct Payments Manager and another colleague from the Direct Payments Team.

Who we are

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.

Asking for Adjustments

Camden is committed to making our recruitment practices 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

