

Job Profile Information: ASC Data Quality Support Officer

This supplementary information for ASC Data Quality Support Officer is for guidance and must be used in conjunction with the Job Capsule for Job Zone 3 Level 1

It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.

Role Purpose:

The ASC Data Quality Support Officer is responsible for effective and efficient processes that deliver data integrity within the finance modules of Mosaic and timely and accurate payments to providers. The role also provides quality assurance to support the timely recording of accurate information across all areas of Mosaic, including care management workflows.

Example outcomes or objectives that this role will deliver:

Maintain block contract information

- Deliver active management of all block contract arrangements by ensuring accurate and timely information on placement and void activity is available to the ASC Placement Officers
- Liaise with providers on payment of invoices
- Ensure financial reconciliations are maintained and budget planning forecasts are appropriately informed

Maintain set-up and data integrity within Mosaic

- Provide the point of control for the set-up of the finance modules in Mosaic, including new provider requests
- Support the process for the implementation of rate changes where these are authorised by care management / commissioning colleagues
- Support commissioning colleagues where redesign is needed as a result of contract changes / commissioning models
- Provide quality assurance on data across all modules within Mosaic to support timely and accurate reporting on relevant performance and management information

Deal with all provider payment queries / invoice variations and lead on financial reconciliations

- Ensure that all providers are set-up appropriately on Council systems to facilitate accurate and timely payment, liaising with colleagues in Finance and ICT
- Take a lead role to investigate and resolve invoice variation queries to ensure payments to providers are maximised
- Provide the first point of contact for providers where they have payment or financial queries, taking a lead to ensure satisfactorily resolved
- Lead on financial reconciliations on provider payments where contractual arrangements change or end
- Develop sound arrangements for delivering on year end accrual information for provision to Finance colleagues
- Ensure all financial transactions are made and authorised in line with the Council's financial authorisations and delegated authority limits

Manage and raise invoices / recharges in relation to areas such as CHC, FNC, 3rd Party Top Ups

- Lead on financial reconciliations for areas such as CHC funded individuals and Free Nursing Care to inform accurate and timely financial reporting
- Ensure that all recharge invoices are raised in keeping with council procedures

Support the team to contribute to financial reporting / service planning / team performance indicators

- Ensure that data integrity is maintained on Mosaic to a high standard to allow for confident financial reporting and service planning
- Provide information for performance indicators such as utilisation of block contracts and other indicators as developed

Support the ASC safeguarding approach

- Awareness of safeguarding issues that LBC or other LAs are investigating where this may affect long term arrangements
- Ensure that concerns / complaints received are recorded and notified to care management / quality assurance colleagues in line with the team's policies and procedures
- Escalating issues and risks relating to contracts and placements to the team manager

Provide flexible and innovative support in contributing towards team work priorities

- Promote an adaptable and positive approach, responding flexibly to the needs of the service
- Actively contribute to team work planning, change and improvement plans
- Take responsibility for alerting care management / quality assurance colleagues to potential issues and solutions

People Management Responsibilities:

n/a

Relationships;

The role is responsible for building and maintaining positive working relationships with a full range of internal and external stakeholders, including:

- external providers / care agencies
- care management colleagues, LBC / CCG
- integrated commissioning / quality assurance / procurement colleagues
- finance / IT colleagues

Work Environment:

- The post holder will be expected to:
 - Work flexibly across the service responding to changes in demand and move location in order to achieve a seamless service for the customer
 - Manage a varying workload, handling changing or conflicting priorities as a result
 - Keep the Team Manager updated with data quality / financial / performance issues
 - Maintain good working relationships with other support services across the council such as SSI and Purchase to Pay
 - Work in a demanding and time pressured environment

Technical Knowledge and Experience:

- IT literate and able to work with different systems and databases, with good excel skills
- Excellent financial skills; high level of numeracy, working accurately demonstrating attention to detail
- Good communication and interpersonal skills working with different stakeholders

- Understanding of business processes and the context of the purchase to pay cycle
- Experience of working in a finance setting working with high volume or detailed reconciliations
- Experience of analysing data to resolve issues and produce management information
- General understanding of relevant social care legislation

Camden Way Five Ways of Working

In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right
- Find better ways
- Take personal responsibility

For further information on the Camden Way please visit:

<http://www.togetherwearecamden.com/pages/discover-jobs-and-careers-in-camden/working-for-camden/>

Chart Structure