

Job Profile

Job Title: Finance Casework Support Officer

Job Grade: Level 3 – Zone 1

About Camden

Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because, we're not just home to UK's fast-growing economy. We're 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.

The Personal Finance Service (PFS) provides financial management and protection for Camden residents who have been assessed under the Mental Capacity Act 2005 as lacking the capacity to do so themselves. Camden are legally appointed as Corporate Appointees and/or Deputy for Property & Affairs by the Department of Work and Pensions and Court Of Protection respectively. Additionally PFS administer a statutory duty for Public Health Funerals. The PFS team are responsible for ensuring maximisation of benefit and private income and validate expenditure for payment. We aim to provide a financial service that safeguards financial health and provides security of accommodation with freedom and personal choice of expenditure in line with the Mental Capacity code of practice (2005) and Care Act 2014.

About the role

This role supports the work carried out by the Finance Caseworkers. The role is responsible for managing the end to end process of providing personal funds for individual clients, to enhance and maintain lifestyle choices whilst mitigating and safeguarding financial risks against accumulation of debt and associated outcomes.

Example outcomes or objectives that this role will deliver

- Responsible for the end to end process of providing personal funds for clients via the Post Office pay-out voucher scheme, preparing and overseeing payments and reconciling transactions
- Plans and organises annual financial reviews to comply with practice & audit standards.
- Maintain and create spreadsheets and databases to ensure that casework notes, Deputy fees, personal information, PFS case emails and financial data is accurately recorded.
- Raise payments through the an electronic banking portal and CASPAR.
- Receive and distribute documents, including incoming mail and regular monitoring of the PFS team email inbox, ensuring the team receive information that needs action in a timely manner.

- Develop and maintain reports for the PFS Service Manager and Finance Caseworkers from a variety of databases and other information sources, including statistical management information and financial/banking reconciliations and analysis.
- Support the Finance Caseworkers by contacting government departments, utility companies, family members/next of kin as required.
- Be the first point of contact for clients, some of whom can demonstrate challenging behaviour due to their disabilities.

About you

To be considered for this post, you should possess, and be able to demonstrate, the following:

- Experience of working in a financial background involving invoice payments, financial reconciliations, financial analysis
- Evidence of strong IT skills including all Microsoft Office applications.
- Ability to create, maintain and analyse spreadsheets, create business letters, emails etc
- Experience of using IT data bases to record accurate casenotes and read and interpret information.
- Excellent communication skills with people who may have challenging behaviours,
- Ability to communicate effectively with care agencies and partners and external financial bodies, both verbally and in writing.
- Ability to build effective relationships within the PFSTeam and other departments..
- Able to work with minimal supervision, manage conflicting priorities and meet essential deadlines.
- Have a flexible approach, taking on additional tasks to support the team at peak periods.
- Ability to understand and act on complex legal documentation.

Work Environment:

This role is based at 5 Pancras Square. Some home working may be available subject to business requirements.

May be required to visit residents' properties to carry out sensitive searches for protection of property responsibilities or undertake financial reviews.

People Management Responsibilities:

None

Relationships:

PFS Team. Various Internal Camden Teams eg Social Work Teams , Rents, Credit control, business support , legal, Care Providers and their collection points(30+) . St Pancras Hospital administration, Post Office staff (office and counter) , External Contracted Private Visitors, practitioners across all teams, Department of Work & Pensions, Court of Protection , Office of the Public Guardian, Utility companies. Bank Staff.

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? -No

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.