



Job description	
Job title	Business Assistant – CSC Payments
Pay Band	F
Directorate	Children’s Social Care
Section/team	Fostering Team
Accountable to	Fostering Manager
Date reviewed	November 2021

Purpose of the job

The post holder will be part of a team functioning across Children’s Social care to provide support to the department in delivering its payment service. The post holder will be expected to undertake specific duties in relation to the department’s payments for services as well as any other duties and responsibilities commensurate with the grade, which will assist the department in meeting its objectives or contribute to the post holder’s personal development.

Duties and responsibilities

This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

IPROC- INVOICE MATCHING

1. Purchasing: Raise requisition and purchase order and receipts
2. Fusion “housekeeping” functions i.e. notify Business Support of purchase orders to be finally closed and amended when necessary.
3. Assist with year-end duties
4. Invoicing: Processing of invoices from order through to validation in line with the appropriate policies, procedures and audit requirements
5. Sound understanding of financial regulations

CONTROCC PAYMENTS

6. Process and export Children’s Social Care and Direct (CWD) payments using Controcc in line with payment schedules and weekly/monthly deadlines
7. Interrogate ICS to check placement/information gathering and advise Social Workers of problems with PIR’s.
8. Input of variations, breaks and suspensions
9. Monitor and check payment queries meeting payment deadlines
10. Assist Business Officer in resolving complex payment queries



11. To liaise with the Children's Social Care manager for Fostering relating to the Statement of Purpose which should be reviewed on an annual basis or where there is a change in legislation (re increase in NMS and JSA etc)
12. To keep guidance/procedure notes , including Skills Scheme document up to date on sharepoint
13. In the absence of the Business Officer to support key tasks
14. Use excel to keep accurate records to provide information to the Policy and Performance team.
15. Liaise with Fostering Admin regarding panel outcomes/Fostering approvals.
16. The ability to interrogate CONTROCC and ICS for relevant payment information.
17. Input of respite and suspensions.
18. Liaise with carers / team managers / Social Workers / providers to resolve queries on CONTROCC payments and ICS placements.
19. Accurate input and authorisation of manual adjustments
20. End care provisions when notified of children no longer receiving care
21. Adhere to the policies, procedures and audit requirements when amending costs in CONTROCC.
22. Providing training and mentoring to CONTROCC users in the team

CHILDREN with DISABILITIES CONTROCC PAYMENTS

23. Compare CWD payments and update excel spreadsheet.
24. Highlight changes in packages/payments to CWD Team Manager to identify any errors.
25. Monitor payment of those children who are becoming 18.
26. Ensure necessary changes to packages have been amended in ICS.
27. Raise IT calls when necessary

CONTROCC MAINTENANCE

28. Assist with testing of system up-grades/ amendments.

GENERAL ADMINISTRATION OF PROVIDER PORTAL- In future

29. Update provider details, emailing portal links and user manuals for registration to providers.
30. Provide basic IT support and logging technical issues with IT.

Sundry Debtor

31. To ensure any overpayments are recovered through the sundry debtor system by raising sundry debtor invoices.

GENERAL IT FUNCTIONS

32. Working knowledge of Outlook- view calendar, send and receive emails, arrange meetings
33. Accurate input of prepared data into Excel spreadsheets
34. Create, find, retrieve and print Word documents as required
35. Modify and utilise standard letters and preformatted documents in Word as required
36. Creation of simple Excel spreadsheets to store data/information
37. Creation of complex spreadsheets, e.g. including sums, percentages and averages



COMMUNICATION / CUSTOMER CARE

38. Handling calls in relation to own work/role
39. Have the ability to handle calls and emails of a sensitive and personal nature from foster carers / team managers / providers / service users / Heads of Services.
40. In absence of operational staff, ability to take ownership of critical calls and follows through to resolution/escalation

FILING - ELECTRONIC & MANUAL

41. Undertake filing duties as instructed
42. Creation of new files as required, in recommended format
43. Ensure filing adheres to KMBC clear desk policy
44. File management and retention in conjunction with Team Manager

GENERAL RESPONSIBILITIES

45. Assist with the continued maintenance and development of the computerised systems within the Department in order to meet divisional and departmental information requirements.
46. To liaise with other staff in other directorates or other agencies as required.
47. To uphold equal opportunities in employment, in advice and in service delivery
48. To comply with all requirements of council policies, taking appropriate action where necessary
49. To comply with the Council's Standing Orders and financial regulations

Health and Safety

50. To use equipment as instructed and trained
51. To inform management of any health and safety issues which could place individuals in danger

Data Protection and Information Security

52. Implement and act in accordance with the Information Security Acceptable Use policy and GDPR.
53. Protect the council's information assets from unauthorised access, disclosure, modification, destruction or interference,
54. Report actual or potential security incidents.

Knowsley Better Together – Staff Qualities

The following qualities have been adopted by the Council and apply to all employees. You are expected to embrace and display these qualities. Your line manager will discuss your behaviour with you, during your My Time and My Time Extra meetings.



- **Integrity.** You are required to be open and honest, maintain high standards of personal behaviour and display strong moral principles.
- **Accountability.** You must take personal responsibility for your actions and decisions and understand the consequences of your behaviour.
- **Communication.** You must listen and talk to others, taking account of other people's points of view. You should share information and strive to work together.
- **Respect.** You must treat people with care and dignity, observing the rights of other people, and helping and supporting others where you can.



Knowsley Council