

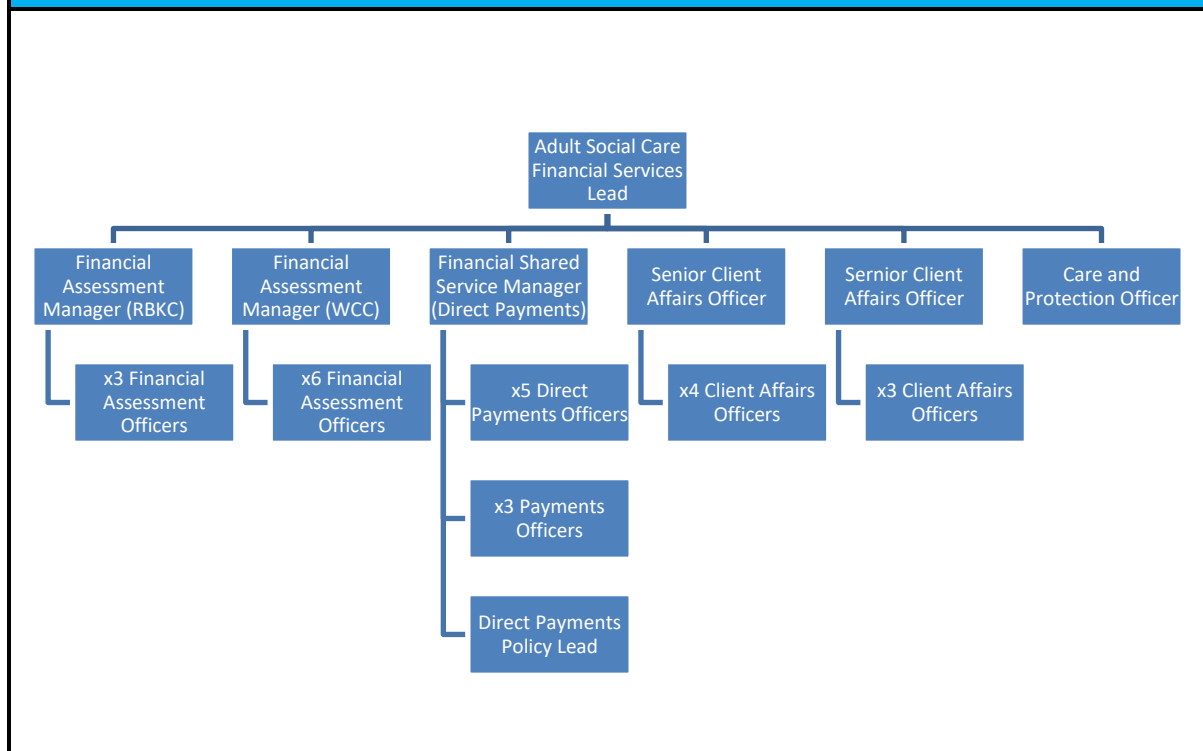
JOB DESCRIPTION

Job title	Adult Social Care Client Financial Services Lead
Directorate	Finance and Assurance
Service	Financial Support and Improvement
Team	ASC Client Facing Financial Services
Grade	I

DBS Check Required	Standard
Justification for DBS	Regulated Activity with Adults
Politically Restricted	No

Responsible to:	Head of Financial Support and Improvement
Employees directly supervised (if applicable):	Financial Assessment Manager x2 Financial Shared Service Manager (Direct Payments) Senior Client Affairs Officer x2 Care and Protection Officer

Organisational structure chart (job titles only, no employee names)



1. JOB PURPOSE:

The role provides professional, technical and operational leadership for the Council's Adult Social Care Client Financial Services functions; including Financial Assessments, Client Affairs, Care and Protection, Direct Payments, Adult Social Care supplier payments and Public Health Funerals. The postholder leads a team of specialist service managers and is accountable for ensuring services operate consistently, effectively and in accordance with statutory requirements, professional standards and Council policies.

The postholder acts as the principal operational liaison between Adult Social Care and Client Financial Services, providing authoritative advice and guidance on complex financial, legislative and operational matters and ensuring that services support the delivery of Adult Social Care objectives.

The role is responsible for interpreting legislation, guidance and policy across multiple specialist service areas and determining how these are applied operationally. The postholder exercises significant professional judgement in resolving complex issues, managing risk, ensuring compliance and maintaining effective financial governance across Adult Social Care Client Financial Services.

The post holder leads service improvement, quality assurance and operational development activity across all service areas, ensuring services remain effective, efficient and responsive to the needs of residents, Adult Social Care and the wider organisation.

2. DESCRIPTION OF DUTIES:

- Act as the Council's professional lead for Adult Social Care Client Financial Services, providing authoritative professional advice, briefings and reports to senior managers, boards and relevant forums on complex matters relating to care charging, client affairs, Financial Deputyship, Appointee for State Benefits, direct payments, supplier payments and public health funerals, including service performance, compliance, risk and improvement activity
- Maintain an up-to-date expert knowledge of relevant legislation, statutory guidance, national policy, professional standards and local policy development, interpreting and analysing their impact across multiple service areas and determining the operational approach required to ensure compliance and effective service delivery.
- Exercise delegated authority to determine the resolution of complex, contentious or high-risk issues escalated by Service Managers where significant financial, legal, safeguarding or reputational risks exist.
- Determine service responses to complex operational issues, legislative changes, audit findings, complaint learning and emerging risks, ensuring that changes are translated into effective procedures, controls and operational practice
- Own, develop, implement and regularly review operational procedures, practice guidance, controls and quality assurance arrangements across all service areas, ensuring they remain legally compliant, effective, and aligned to Council policy.
- Ensure effective coordination and integration of Financial Assessments, Client Affairs, Care and Protection, Direct Payments, Adult Social Care Payments and Public Health Funeral services, resolving cross-service issues and ensuring consistent approaches across all functions
- Lead operational planning and resource coordination across service areas to ensure resilience, service continuity and effective management of competing priorities.

- Act as the senior operational point of contact between Client Financial Services and Adult Social Care management teams, ensuring that the functions work collaboratively to support service delivery and resolve complex operational issues.
- Develop and maintain effective partnerships with internal and external stakeholders including Adult Social Care, Finance, Legal, partners, Department for Works and Pensions, Office of the Public Guardian, Court of Protection and commissioned providers, influencing outcomes and supporting effective service delivery
- Promote a strong performance management culture by establishing, monitoring and reviewing service standards, targets, outcomes and quality measures across all Adult Social Care Client Financial Services functions, ensuring corrective action is taken where performance falls below required standards.
- Lead and manage a high-performing service, ensuring workforce planning, supervision, support, training and development arrangements are in place so that services remain resilient, appropriately skilled and able to respond to changing operational demands and priorities.
- Develop and maintain quality assurance, audit and performance monitoring arrangements across all service areas, acting as the local service lead and liaison for internal and external audits, inspections and assurance reviews, coordinating responses, implementing agreed actions and embedding learning into operational practice.
- Ensure effective financial governance arrangements operate across all service areas, including monitoring of expenditure, income, client funds, payment activity and financial controls, ensuring risks are identified, addressed and escalated appropriately.
- Manage the operational budget for Adult Social Care Client Financial Services within the Council's scheme of delegation, ensuring effective budget monitoring, financial control, value for money and appropriate escalation of financial risks.
- Represent Adult Social Care Client Financial Services at boards, partnership meetings, project groups, audit reviews and service forums, providing expert professional advice, reporting on service delivery issues and influencing operational outcomes.

The duties and responsibilities outlined in this job profile are indicative of the role, however they are not exhaustive and may be subject to change. In addition, you will be required to undertake other reasonable duties as directed by your manager.

SELECTION CRITERIA/PERSON SPECIFICATION

Conditions to Note:

The person specification outlines the essential requirements the post holder or applicant must meet to fulfil the role and the duties outlined.

Candidates:

When completing your application form, please address your answers directly to each of the selection criteria below. This enables the panel to assess your ability to meet each criterion. It is essential that you give at least one example of your ability to meet each of the four Values and Behaviours: Putting Communities First, Respect, Integrity and Working Together.

Recruiting Managers:

The following values and behaviours are essential criteria in each post and must be addressed directly by candidates. The Guidance Notes on values and behaviours for managers give example questions to probe candidates in the interview and application stages of the recruitment process.

Resilience:

We encourage staff to assist the council during a significant emergency response which will focus on meeting the needs of residents. This may necessitate staff involvement, and in exceptional circumstances, could involve redeployment to support the emergency response.

Informed by our learning from the Grenfell tragedy, senior managers (Head of Service and higher) are expected to play an active coordination and leadership role in the Council's broader emergency response efforts during major or serious incidents. This includes arranging urgent resources from their own services and rallying staff teams to help residents during their time in need.

Values & Behaviours

The Royal Borough of Kensington and Chelsea have identified four key behaviours and values that should be demonstrated by all council employees. Successful candidates will show the ability to meet these behaviours.

A	Equal Opportunities Demonstrate an understanding of and commitment to Council policies in relation to Equal Opportunity, Customer Care and service delivery, and the ability to implement these policies in the workplace.
B	Qualifications/Training/Certificates None required
C	Skills, knowledge and experience • Extensive knowledge across multiple Adult Social Care client facing financial services disciplines including care charging, financial assessments, deputyship, appointeeship, direct payments, public health funerals and Adult Social Care payment processes. • Ability to interpret complex legislation, statutory guidance and policy and determine

	appropriate operational application across multiple service areas. • Significant experience of acting as a professional or technical lead and providing expert advice to managers, senior leaders and stakeholders. • Experience of leading functions through others. • Experience of resolving complex cross-service issues requiring the exercises of professional judgement, negotiation and influence. • Experience of managing complex stakeholder relationships and influencing operational outcomes across organisational boundaries. • Experience of developing and reviewing operational procedures, controls, quality assurance arrangements and performance measures • Experience of managing operational budgets, financial controls or financial governance arrangements within an organisational scheme of delegation
--	---

OUR VALUES AND BEHAVIOURS

Our values and behaviours underpin everything we do.

They guide our interactions with residents, businesses, visitors, partners and each other.

They are also a measure of how well we've done.

Our Values & Behaviours	
D	PUTTING COMMUNITIES FIRST • We put local people at the heart of decision making in everything we do. • We seek to include and involve: all voices matter. • We provide quality services that are responsive, effective and efficient. The following examples are indicators of effective behaviour: • I actively involve and include the communities that I serve in my work. • I shall reflect the views of the communities in my daily work. • I shall improve the service I provide through seeking feedback from others. Our residents will feel that: • I have been included • I can see how my views have been taken into account • I can see improvements and developments based on my input
E	RESPECT • We listen to everyone and value the personal experiences of people in our communities and of each other. • We adopt a fair and involving approach regardless of any way in which an individual is different to us.

	The following examples are indicators of effective behaviour: • I adapt my approach to take account of all differences and cultures in the community and with colleagues. • I ensure I am equitable and fair by including those who are quiet or may not be able to represent themselves. • I communicate in a way that is respectful, encourages involvement and meets people's needs. Our residents will feel that: • I feel my culture and background are respected. • I have confidence that action is being taken. • I feel I am being treated fairly.
F	INTEGRITY • We act with openness, honesty, compassion, responsibility and humility. • We let people know what we are doing and communicate why and how decisions have been made. The following examples are indicators of effective behaviour: • I demonstrate empathy in my interactions with others. • I am honest and transparent about the decisions I take. • I follow through on the actions I say I will take and take ownership for communicating the outcome. Our residents will feel that: • I am told when something is not possible, and the reasons why are explained to me. • I feel my perspective is listened to and understood. • I feel my views are valued
G	WORKING TOGETHER We work together and in partnership with everyone that has an impact on the lives of our residents. • We want to understand, learn from each other and continually adapt. The following examples are indicators of effective behaviour: • I work with others to provide an effective service for residents, local communities and other departments within the Council. • I seek ways to work with other departments to deliver a seamless service and find opportunities to improve.

- | | |
|--|--|
| | <ul style="list-style-type: none">• I seek out opportunities to learn from my colleagues and build on good practice. |
|--|--|

Our residents will feel that:

- I can get my issue resolved without being passed around departments.
- I find it easy to access the services that I need.
- I feel the Council is open to new ideas.