



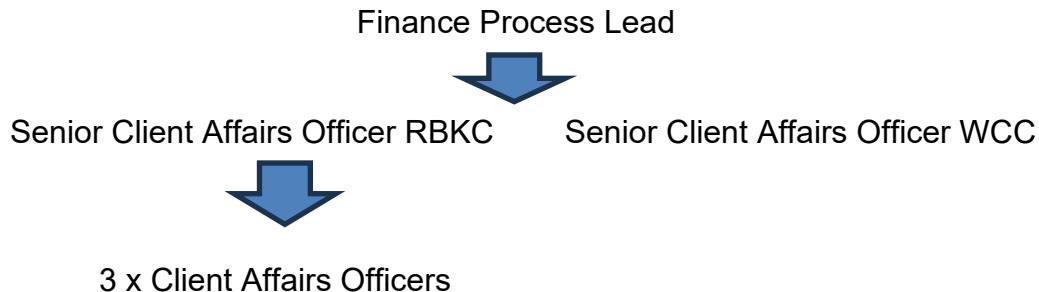
JOB DESCRIPTION

Job title	Senior Client Affairs Officer
Directorate	Resources
Service	Assessments
Team	Client Affairs
Grade	F

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

Reporting to:	Finance Process Lead
Employees directly supervised (if applicable):	Yes

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



1. JOB PURPOSE:

- Operational management and supervision of the RBKC Client Affairs Team
- To deliver an effective client affairs service, ensuring clients finances are managed appropriately and in the clients' best interests
- To ensure that the systems used to manage clients' finances are appropriate for the task and working effectively

2. DESCRIPTION OF DUTIES:

- To provide effective management and supervision of the RBKC Client Affairs Team ensuring that clients receive the correct income and that this is managed in the best interest of the clients, and that excess funds are invested appropriately.
- To ensure that an effective system of monitoring expenditure, applying performance management techniques to monitor productivity and quality of staff work while working with the Councils care management teams.
- To plan, organise and co-ordinate activity ensuring that all service areas within the team are adequately resourced, prioritised to enable them to perform to the required standard, responding promptly and effectively to conflicting priorities and shifting workloads.
- To lead on making decisions about the appropriate action on new referrals to the team, liaising with care management, families and external solicitors to decide best course of action.
- To attend client review meetings, safeguarding enquiries and Court hearings as appropriate.
- To review service procedure and practice in relation to legislative and policy changes, and lead on training staff on new procedure and processes.
- respond to first stage complaints about Client Affairs.
- To cultivate good working links with partner organisations, including the Department of Work and Pensions, the Court of Protection and the Office of the Public Guardian.
- To develop and implement systems for monitoring workflow and performance.

- To demonstrate understanding, knowledge and ability to follow guidelines that ensure compliance to Health and Safety at Work, Data Protection and other statutory requirements.
- To manage health and Safety aspects/issues in relation to working environment, i.e. lone working and relevant processes/legislations.
- To have sound knowledge and experience of using IT systems such as Mosaic.
- Provide cover for the Funerals/Care and Protection Officer in their absence.
- Deputise for the Bi-Borough ASC Finance Process Lead in their absence.
- To show understanding and commitment to promoting and implementing the Council's Equal Opportunities policies.
- 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 in order 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 has 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
C	Skills, knowledge and experience Comprehensive knowledge of the Benefits system Excellent spoken and written English Local Authority Experience, particularly in Adult Social Care

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. • 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.