

JOB DESCRIPTION

Job Title	Senior Client Affairs Officer
Directorate	Directorate of Operations
Service	Assessment Hub
Grade	F

Employees directly supervised (if applicable):	Client Affairs Officers
Family Tree (job titles only, no employee names)	
Finance Process Lead ↓ Senior Client Affairs Officer RBKC ↓ 3 x Client Affairs Officers Senior Client Affairs Officer WCC	

1. JOB PURPOSE:

- Operational management and supervision of the RBKC Client Affairs Team
- Responsible for interpretation and implementation of local and national policy, statute, regulations and good practice, ensuring that the team properly deliver these to a high standard of accuracy and probity.
- To deliver an effective client affairs service, ensuring clients finances are managed appropriately and in the clients' best interests
- To provide a client focussed function, identifying any concerns and acting on these appropriately.
- Play a key role in service improvement and development, including relevant consultation, analysis, and research and benchmarking comparison.

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.
- Undertake any other duties commensurate with the general level of responsibility of this post

SELECTION CRITERIA/PERSON SPECIFICATION

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Conditions to Note:

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.

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 N/A
C	Skills; Experience and Attitude • Experience of supervising and managing staff within a customer-focused service. • Experience of working with vulnerable adults and managing sensitive cases. • Knowledge of welfare benefits, Appointeeship and Court of Protection Deputyship services. • Experience of managing client finances and maintaining accurate financial records. • Strong organisational skills with the ability to manage competing priorities. • Excellent communication and interpersonal skills, with the ability to work effectively with clients, families and partner agencies. • Experience of working with case management and financial systems, ideally Mosaic. • Knowledge of safeguarding, data protection and relevant legislation relating to Adult Social Care. • Ability to make sound decisions and provide high-quality advice in complex situations. • Commitment to delivering excellent customer service and achieving positive outcomes for vulnerable residents.

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. - I actively support the council during significant emergency responses, always prioritising the needs of our residents. This may involve my participation in emergency efforts and, in exceptional circumstances, being redeployed to assist wherever I'm most needed. 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.