

## Job Description

<b>Job Title:</b>	Finance Administrative Officer
<b>Grade:</b>	Administration Officer
<b>Care Group:</b>	Social Care, Business Operations
<b>Responsible to:</b>	Finance Executive Officer, Social Work Teams
<b>Based:</b>	Murray House

## CARE

Manx Care prides itself on being committed and passionate, accountable and reflective, respectful and inclusive and excellent and innovative. CARE represents what we are about, what we stand for and what we value. All our recruitment, performance management and development is based on our CARE ethos.

## Job Purpose

The post holder will be responsible for the delivery of a high standard of administrative, financial-related functions to the Social Work Teams and the people they support in a timely and efficient manner.

## Duties and Responsibilities

- To support the Executive Officer in a range of operational, transactional tasks and responsibilities.
- Be responsible for the raising of invoices for residential care beds, checking ledgers for the accurate transfer of benefit payments from Social Security to Manx Care and raising any delays in settlement with the Executive Officer.
- Transaction Processing: payment of invoices owed by Manx Care in accordance with the Financial Regulations.
- Handling debt collection on behalf of Adult Social Care Services.
- Balancing debtor spreadsheets.
- Update cost changes and provider information.
- Manage tasks and day to day workload without direct supervision with accuracy and within deadlines.

- Dealing with administrative tasks, including but not limited to, preparing and sending correspondence, both electronically and by hard copies – such as financial collection letters, service user queries and cross departmental queries.
- To maintain accurate and up to date electronic records as appropriate.
- When necessary, to assist across a range of different teams to provide high quality administrative support.
- To uphold confidentiality and sensitivity at all times.
- Any other duties commensurate with the grade and role as delegated by senior management and/or Line Manager.

### Competencies

All staff of Manx Care are expected to recognise that the everyday business of the organisation requires the highest level of personal integrity. Each Officer has a personal responsibility to maintain the confidentiality of all business and to uphold such confidences both in administering the business of the office and outside of the office.

As a member of Manx Care, the role holder represents the Care Group in a wide range of business settings, forums, committees and officer level working groups. It is expected that they will be a committed ambassador of the Division and the work that it seeks to achieve.

The job holder reports to the Administration Manager, Social Work Teams. The job holder will be responsible on a day-to-day basis to the Manager of the Adult Safeguarding Team.

The Reporting Officer, will ensure that in line with the timescale set out in the scheme, amongst other things, an annual:

- Personal Delivery Plan and a Personal Development Plan is agreed with the job holder,
- Review and assessment of the job holder's performance and competency/behaviours is made, and
- Performance and Development Review meetings are conducted.

## **Performance management and improvement**

All Civil Servants have a personal responsibility for performance management. The job holder will be expected to contribute to their annual performance and development review and all interim performance reviews.

## **General Scope**

This job description is intended to be a guide to the general scope of duties and not a rigid, inflexible specification. The employee shares with the employer the responsibility for suggesting alterations to the scope of duties to improve the work situation. This job description will be reviewed as necessary to reflect future requirements

## **Health & Safety**

The role holder is responsible for their own health and safety and the impact of their actions on others. The role holder will be responsible for identifying any possible risks or near misses to a responsible manager and or the Health & Safety Review Group.

## **Competency Levels For This Post Are:**

<b>Leading and Working Together</b>	<b>Level A</b>
<b>Communicating and Influencing</b>	<b>Level A</b>
<b>Achieving Results</b>	<b>Level A</b>
<b>Delivering a Quality Service</b>	<b>Level B</b>
<b>Changing and Learning</b>	<b>Level A</b>
<b>Showing Commitment and Resilience</b>	<b>Level A</b>

**Isle of Man Civil Service  
Person Specification**

<b>Job Title:</b>	Finance Administrative Officer
<b>Department:</b>	Manx Care
<b>Care Group:</b>	Social Care Services
<b>Grade:</b>	Administration Officer

Attributes	Essential (E) or Desirable (D)	Method of Assessment
<b>Credibility</b> <ul style="list-style-type: none"> <li>♥ Hold 5 GCSEs at grade C (4) or above, or equivalent</li> </ul>	D	CV
<b>Capability</b> <ul style="list-style-type: none"> <li>♥ Relevant and transferable office experience or working with members of the public</li> <li>♥ Excellent written and oral communication skills</li> <li>♥ Working knowledge of Microsoft products such as Word, Excel and PowerPoint</li> <li>♥ Ability to be organised and prioritise tasks, ability to deal with multiple demands</li> <li>♥ Ability to deal with people at all levels with confidence, tact and diplomacy</li> <li>♥ Skilful multi tasker, able to deal with varying workload and delivery to deadlines</li> </ul>	D  E  D  D  E	CV / Interview
<b>Character</b> <ul style="list-style-type: none"> <li>♥ Understanding of and commitment to confidentiality</li> <li>♥ Reliable and self-motivated</li> <li>♥ Ability to work as part of a team</li> <li>♥ Balanced approach when dealing with sensitive issues</li> <li>♥ High level of integrity</li> <li>♥ Ability to be organised and prioritise tasks, ability to deal with multiple demands</li> </ul>	E  E E E  E E	CV / Interview

<p><b>CARE</b></p> <ul style="list-style-type: none"> <li>♥ Committed to delivering an excellent service;</li> <li>♥ Appreciative of the work of the professionals within Social Care Services</li> <li>♥ Respectful of need to maintain confidence of information privy to due to the nature of the role</li> </ul>	<p>E</p> <p>E</p> <p>E</p>	<p>Interview</p> <p>Interview</p> <p>Interview</p>
<p><b>Circumstances</b></p> <ul style="list-style-type: none"> <li>♥ Isle of Man Worker</li> <li>♥ Satisfactory Basic Police check</li> </ul>	<p>D</p> <p>E</p>	<p>Application</p> <p>Pre-Employment checks</p>