

Role Title	Head of Financial Compliance and DP Manager
Service	Adult Social Care
Pay Scale	PO8
Purpose	
To lead, manage, develop and oversee the strategic delivery of Adult Social Care financial operations. The postholder is responsible for the strategic management of financial support services for Direct Payments (DPs), Pay Runs, and Client Contribution Billing. To ensure all Social Care financial policies and processes are compliant with the Care Act 2014, delivered professionally in line with current legislation, relevant codes, guidance, and best practice. To control, allocate and manage the Care Finance budget to best achieve the aims and objectives of the service.	
Generic Accountabilities	End Results / Outcomes
Lead on all functions within the portfolio ensuring that they are effectively managed, continuously monitored and reviewed	Action plan developed Robust monitoring in place Annual evaluation of progress reported to stakeholders
Develop service plans to meet strategic business goals. Ensure compliance with all internal and external standards.	Service plan and targets for area of responsibility are developed from Council's overall strategic directives and agreed and communicated within required timeframe. Strategic and operational input is provided to wider business planning and development. Progress against objectives is effectively monitored and delivered.
Ensure the effective management of risk within the service area.	Issues and risks are identified early and mitigating actions implemented Risks to the Council minimised.
Lead the development and oversee the implementation of policy, systems, contracts, processes, performance criteria, standards, governance frameworks, and procedures within area of responsibility.	Policies, procedures and controls ensure that the area of responsibility is compliant with all relevant legislation, codes, regulations, guidelines, standards and best practice.
Manage responses to complex professional or politically sensitive issues within the area of responsibility.	Expert opinion, advice, support and interpretation is provided on all aspects of the area of responsibility.

Provide strategic support and constructive challenge through negotiation and influencing skills to ensure robust financial management of each business area.	Financial management is at the heart of service decision-making All material business decisions are sound and proactive
Advise Directors, Members and others on issues relevant to the service area. Provide professional challenge and advice to colleagues, managers and partner organisations.	Expert professional advice, interpretation, information, support and challenge are provided to Waltham Forest and external parties on the full range of operational, legislative and strategic issues within the field of expertise.
Ensure the development and delivery of continuous improvements in all aspects of the service.	Improvements are developed and delivered effectively. Stakeholder requirements are met.
Lead, motivate and develop staff to create and maintain a highly competent and participative workforce.	The team is highly competent, effective, motivated and outcomes focussed. Recruitment, induction, development, performance reviews, employee relations and all HR processes and planning are completed to the required standards and timescales. Effective team meetings take place to required timescales.
Identify, secure, deploy and manage the resources necessary for the professional service area to meet/exceed its objectives.	Resources including, equipment, people, and systems are utilised optimally and efficiently. Annual budget is planned, developed and delivered. Value for money is maximised. Financial expenditure and financial integrity are controlled to assure regulatory and Council policy compliance.
Develop good working relationships and communicate effectively with internal/ external organisations, partners and stakeholders. Represent specialist area internally / externally. Model, demonstrate and promote good practice relevant to the role.	Develop and maintain working relationships with the internal and external partners and stakeholders. Specialist work are reputation is maintained or enhanced. Stakeholders are engaged Positive feedback received from stakeholders Communications are clear, well planned and effective

	Best practice is shared and promoted
Ensure compliance with appropriate legislation, Council Policies and procedures (particularly those regarding Care Act 2014 Data Protection, Equalities and Diversity and Health and Safety), the Council constitution, Financial rules and other requirements of the Council.	Policies, procedures and controls ensure compliance with all relevant legislation, codes, regulations, guidelines, standards and best practice. Care Act 2014, Data protection, Equalities and Diversity and Health and Safety policies complied with.
Job Specific Accountabilities	End Results / Outcomes
Accountable for the accurate and timely execution of regular (fortnightly or 4-weekly) payment cycles to care providers. Ensure all provider data is matched and validated each period to maintain financial integrity and legislative compliance. Manage the user configuration and data entry for social care systems (e.g. Mosaic, Oracle) to prevent payment errors.	Financial data is accurate and reconciled; care providers are paid on time; system errors are minimised through proactive data management. The Council remains compliant with financial regulations and audit requirements.
Oversee the end-to-end billing cycle for social care contributions, ensuring the timely and accurate issuance of invoices to customers. Monitor and manage the interface between financial assessment outcomes and billing systems to minimise delays. Investigate and correct billing discrepancies or anomalies to protect the Council's income streams.	Invoices are issued accurately and promptly to customers; income loss from billing delays is minimised. Increased accuracy in financial assessments leading to reduced customer disputes.
Provide strong leadership to the DP team, overseeing the setup of accounts and execution of payments in line with the Care Act 2014. Lead the auditing of individual DP accounts (pre-paid cards/bank statements) to ensure funds match Support Plans. Resolve complex or politically sensitive issues and lead the recovery of surplus or misspent funds via Corporate Debtors procedures.	DP services are person-centred and Care Act compliant. Audits ensure public funds are used for intended support; misspent funds are recovered via agreed procedures. High levels of customer satisfaction achieved
Support on the development and implementation of initiatives, policies and procedures to ensure maximum recovery of the council's costs.	Council accurately identifies and recovers its costs
To set, monitor and report on key standards of service delivery and performance through	Key performance indicators are established and

reports, reviews and business cases for senior managers, directors and other stakeholders	reported on in a timely fashion Performance improves
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Nature of Contacts

Liaise with senior managers, directors, members, and equivalent levels in external bodies and partners. Initiate proactive contact and relationship forming negotiations within a technical and political environment. Consult with stakeholders to identify requirements. Lead partnership working with internal / external services / organisations.

Represent the Head of Brokerage, DP and Customer Finance Support at inter departmental working groups as appropriate

Represent the Council at internal and external groups .

Communicate with officers, elected Members, partner organisations, members of the public, service users and other relevant stakeholders

Work closely and in partnership with colleagues across the authority and the Councils external partners

Procedural Context

Accountable for the performance of the service area against agreed objectives. Develops service plan for the area of responsibility and contribute to wider service planning

Development of policies and procedures and strategy for own area. Lead in partnership development, working with a range of agencies and extended services to meet strategic, legislative and Government policy requirements.

The post holder will be required to work independently and as part of a team. They will contribute to the short and medium term planning of the service

Key Facts and Figures

Accountable for the accuracy of data extraction and manipulation from core information systems (e.g. Mosaic/Oracle)

Responsible for the strategic management of multi-million pounds social care expenditure and the recovery of client contribution income.

Monitor and control all relevant processes to ensure statutory processes are fulfilled and deadlines are met.

Employees directly managed will be Finance and Customer Support Officers and the Direct Payments Team Manager.

Resourcing

Staff Management: Direct Payments Team Manager and the Finance and Customer Support Officers

Budget Responsibilities: Service controllable budget for Salaries and oversight of multi-million-pound provider and direct payment cycles.

Reports to **Head of Brokerage, DP and Customer Finance Support**

Competency Level: Senior Manager PO8

Knowledge, Skills and Experience

- Up-to-date and specialist knowledge of the Care Act 2014, specifically regarding financial assessments, charging, and Direct Payments
- Proven track record of successful management which demonstrates ability to lead, manage, develop and motivate staff at all levels while driving organisational change and service improvements
- Specialist knowledge of financial management practices necessary and budget oversight required to provide financial control, direction and effective budget management
- Experience in extracting and manipulating complex qualitative and quantitative data from core systems (e.g. Mosaic/ Oracle) using advanced Excel skills to inform decision making
- Knowledge of performance and quality assurance methodology and the ability to implement changes that improve customer satisfaction.
- Excellent communication skills with the ability to simplify complex financial issues into high-level briefings for colleagues, partners, and clients in politically sensitive situations.
- Excellent research, analysis, and evaluation skills, with the strategic and political awareness needed to identify complex problems and develop innovative solutions.
- Experience of working constructively with internal and external partners, with the time management skills to manage a complex workload and attend meetings outside of normal office hours.
- Performance and quality assurance techniques and methodology
- Ability to produce analyse qualitative and quantitative data and information and make it accessible
- Experience of effective budget management
- Effective in maximising income
- Knowledge of how to improve customer satisfaction and the ability to implement changes that are needed to achieve this
- Experience of working constructively with a range of internal and external partners
- Ability to work and attend meetings outside of normal office hours
- Excellent communication skills including the ability to write and present high level briefings.
- Authority and credibility to build relationships influence and engage successfully with colleagues, partners and clients at all levels in complex or politically sensitive situations.
- Excellent research, analysis, interpretation and evaluation skills, demonstrating the ability to identify and diagnose complex problems/issues / requirements and develop innovative strategic solutions.

- Initiative, strategic and political awareness demonstrated in problem solving and decision making.
- Excellent time management skills to manage a complex workload prioritise and set deadlines and cope with conflicting and changing demands.
- Good ICT skills - both standard Microsoft applications and specialist systems.

Indicative Qualifications

Degree level or equivalent experience

Relevant professional qualification

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.