

Job description

Post title: SPS Senior Administration and Payments Officer

Service area: Children's/Adults

Grade: S01

Reports to: SPS Operations Team Manager

Your team: Support Payment Advice, Relations, and Response

Number of supervisees: 0

Our ambition

We're determined to make Islington fairer. To create a place where everyone, whatever their background, has the opportunity to reach their potential and enjoy a good quality of life.

We also have an ambitious goal – to be the best council in the country – with every employee clear about the part they play and inspired, focused and supported to give their very best.

We want to build an organisation where employees feel valued, inspired and empowered to help us achieve our goals and provide the best services possible to our residents.

Our values and behaviours

'Be Islington' is about setting a clear challenge about what it means to be an Islington employee and sets the standard for every new recruit.

We ask our employees to 'Be Islington' – playing their part in working together for a fairer borough and to always be collaborative, be ambitious, be resourceful, and be empowering ('CARE').

Our commitment to challenging inequality

We are committed to tackling inequality, racism and injustice and creating a fairer borough for all. To do this, we need to set the example by being a fair employer and creating a workplace environment, which is free from discrimination, racism and inequality. Our approach needs to be proactive, consistently learning to create a fairer workplace and foster a culture, which empowers all staff to challenge inequality.

Fairness is at the heart of what we do. We want to celebrate and embrace our differences by:

- Ensuring our workforce is representative of the people we work on behalf of, our residents
- Creating equitable working environments and diverse teams
- Understanding our residents to design and deliver services that help tackle inequality and improve life chances for our residents
- Getting to know people and their differences

- Interpreting issues and concerns from a cultural perspective and address situations or problems from the points-of-view of multiple cultures
- Supporting people with long-term health conditions and/or disabilities
- Recognising the value of flexible working to support staff where possible

Job purpose

SPS Payments

- You will provide and manage a professional and comprehensive payments function that is person-focussed, ensuring a high standard of service delivery
- You will complete regular financial payments to eligible applicants to the Support Payment Scheme ensuring that these are made in a timely, efficient and accurate manner and to collate all relevant financial documentation to verify payments.

Operations Support

- You will provide a comprehensive project and business support function to contribute to the effectiveness of the Support Payment Scheme. This includes contributing to the appeals process by assisting officers and panel members in complying with the process.
- You will assist with the effective co-ordination of team and divisional priorities, ensuring the flexibility to deal with a range of competing priorities and a consistently changing agenda to meet the peaks and troughs of the division.
- You will identify improvements to processes and systems and share the recommendations with the wider team.
- You are educated to GCSE level or equivalent and/or have an NVQ2 in Business Administration or similar. You can demonstrate that you have a thorough understanding of Microsoft Office (Outlook, Word, Excel), SharePoint/Microsoft 365 as well as database management.
- You can work with minimum supervision, using problem solving skills and initiative to provide a person-focussed support service. You'll also be able to work flexibly, balancing competing priorities and meeting deadlines whilst understanding the needs, timescales, and deadlines of others.
- One of your strengths may be as a person with care experience who wants to create and be part of change for others.
- Whilst challenging, you are someone who wishes to assist survivors of non-recent child abuse in Islington children's homes.
- The empathy and proven ability to communicate with people in a sensitive and compassionate manner to facilitate a smooth and straightforward process for survivors applying the support payment is essential. You have exceptional communication skills written and verbal, with an ability to express issues in a clear and appropriate manner. This role requires you to work with and deal diplomatically and confidentially with a wider range of stakeholders internally and externally including elected members, Corporate Directors, peers, external organisations, and survivors of non-recent child abuse in Islington children's homes or their advocates.

- You will live and breathe our values and behaviours to always be collaborative, be ambitious, be resourceful, and be empowering.
- Due to the subject matter, combined with your strong interpersonal skills and resilience, you will draw on several resources available to you which cover resilience and self-care to support you in this role.

Key responsibilities

SPS Payments

- Be the key customer contact for SPS payments and hold good working relationships with internal and external people, stakeholders, and partners
- Raise payments in respect of successful applications to the Support Payment Scheme and other associated activity. You will ensure payments are accurate, made on time within corporate targets, no duplicate payments are made and that any resulting issues are dealt with in an appropriate and acceptable manner.
- Assist with the design and implementation of payment and monitoring processes required to support developments in new service initiatives. You will assist with developing, maintaining, and reviewing effective systems for budget monitoring, control, reconciliation, and reporting in conjunction with operational managers to continuously improve our systems in line with financial best practice.
- Work jointly with organisations and people external to the team to ensure appropriate procedures and processes for setting, monitoring, and reviewing our financial arrangements are in place and carried out well.
- Assist with the preparation, analysis, and provision of accurate financial and management information to be included in any required returns and reports.

Operations Support

- Process client/resident information ensuring you record information about them in line with organisational standards and procedures, keeping their information up to date, respond to requests for client/resident information from authorised people in a timely manner, retrieving client/resident information that meets the requirements of the request, supplying client/resident information in a format appropriate for the recipient and adhering to organisational policies and procedures, legal and ethical requirements when processing client/resident information.
- Co-ordinate and arrange meetings and events by:
 - Determining dates, arranging venues or meeting rooms, equipment and catering requirements including hybrid meeting arrangement, inviting, and confirming attendees, preparing the agenda, collating, and dispatching meeting papers in advance, and ensuring attendees' needs are met
 - Providing information and support at meetings such as ensuring full sets of papers are available, taking accurate decision notes and actions agreed at the meeting, and recording attendance

- Assisting with follow-up activities by seeking approval, amending, and circulating the meeting record to agreed timescales, following up and tracking action points and evaluating and maintaining a record of external services
- Support the Independent Review Panel members in their role and responsibilities by:
 - Assisting the SPS Operations Team Manager with resource planning, scheduling, and delivery of panels
 - Supporting the preparation and follow-on work of panels so that all documentation complies with policy and procedure
 - Preparing papers, minute taking and recording determinations and decisions
- Support the governance and decision-making systems and structures for the Non-Recent Child Abuse Programme ensuring this supports the organisation and work of the programme's boards and delivery groups.
- Create, edit, organise, collate, and produce a variety of documents and present information such as guides, e-updates, content for the scheme website and team site, statistical information, event or meeting data, presentations, and maintaining the scheme documents.
- Design, produce, and issue high quality and attractive documents, making best use of technology and software, to agreed layouts, formats, styles, to meet agreed deadlines, and edited, corrected, and checked for accuracy.
- Assist with the preparation and production of timely and accurate routine and ad-hoc management information, datasets, equalities monitoring data and reports, and analysis of scheme data and applications.
- Working with the SPS Operations Team Manager or Head of Strategic Programmes, co-ordinate the preparation of responses to queries, complaints, and information requests such as freedom of information and data subject access requests, ensuring stated timelines are fully met. This may include drafting responses for sign-off by operational and strategic managers.
- Obtain, organise, and distribute information to support the preparation and monitoring of project resource estimates, plans, budgets, programmes, and schedules, enabling officers to monitor and report on project progress, the use of resources and the planning of activities.
- Contribute to quality improvement by continuously developing and improving administrative procedures and processes, enabling the team and department to flex to changing needs and circumstances and be at their best for those we serve.
- Collaborate and provide support in a business environment and with other members of staff to achieve organisational/team goals and objectives, sharing work goals, experiences and knowledge, seeking feedback and addressing/planning/solving business problems together whilst ensuring team and personal resilience.
- Support the effective liaison with external and internal audit, including efficient filing and retention of documentation, maintaining appropriate audit trails, and ensuring that audit standards are met, working collaboratively with auditors and other project health check officers.
- Maintain a high level of confidentiality of all records and files, handling confidential and sensitive information in line with data protection and document control guidance including reporting any concerns about security and confidentiality to the relevant member of staff or agency and storing confidential information and financial records securely in line with legal and organisational policy and procedures

- Store, share, retrieve and archive information using relevant systems in accordance with organisational procedures and legal requirements. The systems that you use may be electronic or paper based.
- Manage diary systems for the Head of Strategic Programmes and Strategy and SPS Operations Team Manager by obtaining the information needed to make diary entries, making accurate and timely diary entries, responding to changes in a way that balances and meets the needs of those involved, communicating up-to-date information to everyone involved, keeping diaries up-to-date and maintaining the requirements of confidentiality
- Undertake special assignments or projects as specified by the SPS Team Manager or Head of Strategic Programmes. This includes contributing to directorate or organisation-wide projects, identifying issues and solutions, and working pro-actively and co-operatively with the wider team. This includes developing simple project plans for specified projects, implementing and monitor project activities, seeking advice in response to unexpected events, achieving required outcomes on time and to budget and reporting on project and/or activity outcomes.

Resources and Financial management

Ensure effective Financial Management, cost controls and income maximisation in an ever-changing environment, fluctuating demands, and priorities. Ensure resources are well managed and effectively deployed to the best possible effects assuring value for money in all activities.

Compliance

Ensure legal, regulatory and policy compliance under GDPR, Health and Safety and in area of your specialism identifying opportunities and risks and escalating where appropriate.

Budget responsibilities

n/a

Work style

Front-facing

Person specification

You should demonstrate on your application form how you meet the essential criteria. Please ensure that you address each of the criteria as this will be assessed to determine your suitability for the post.

Essential criteria

Qualifications

Essential criteria	Criteria description	Assessed by
1.	You have an NVQ2 or above in Business Administration, demonstrable equivalent work-based experience or professional qualification(s) related to business administration.	Application
2.	You have excellent levels of literacy and numeracy	
3.	You can demonstrate a broad knowledge of: <ul style="list-style-type: none">• The non-recent child abuse history in Islington with the ability to develop an understanding of trauma and how it impacts on people• the administrative requirements of a team and how to deliver administration processes that are effective and supportive• working with a board, panel or other governance approaches	Interview

Experience

Essential criteria	Criteria description	Assessed by
4.	You have demonstrable experience in a financial administration or administering payments environment, preferably in a customer/resident-oriented service.	Application
5.	You have regularly dealt with customer/client transactions and documentation including making payments to customer/client, confirming that amounts and balances are accurate, processing payments accurately in accordance with organisational procedures, recognising discrepancies in documentation and taking appropriate action and making sure that all documentation, entries and records are accurate and legible.	Application

Essential criteria	Criteria description	Assessed by
6.	You have regularly provided a wide range of administrative tasks including the ability to set up and maintain information/financial and other administrative systems.	Application
7.	You are experienced in successfully organising and servicing meetings and events.	Application
8.	You are experienced in collating, analysing and presenting data and information.	Application

Skills

Essential criteria	Criteria description	Assessed by
9.	You can deliver an administrative and customer/resident-focused service that is culturally sensitive, trauma-informed and without discrimination or bias.	Interview
10.	<p>You are proficient in the practical application of IT systems and software packages including:</p> <ul style="list-style-type: none"> • Microsoft Office 365 apps including Word and PowerPoint to document, communicate and present information • Microsoft Excel spreadsheets to store, analyse, and report on data • Microsoft Outlook to send and receive email messages, manage calendars, store contact information, and track tasks. • Case management and database systems to store and track all client data including contact information, case notes, and client communications with attention to detail • Collaborative working tools particularly Sharepoint, MS Teams and OneDrive to work with others, share documents and information, and work on and organise content and tasks • Computerised financial systems to administer payments, record financial information and support budget management 	Test?
11.	You have strong numerical skills to interpret information, carry out calculations using information to generate accurate results, and interpret results and present findings clearly and accurately using numerical, graphical and written formats appropriately	Application or test?

12.	You have excellent skill in producing and writing grammatically correct business documents, such as business communications, simple reports and meeting notes accurately, clearly and effectively to communicate information, ideas and opinions, using appropriate length, format, style and communication channels that are appropriate for the audience	Application
13.	You can conduct simple research and information gathering exercises and accurately analyse the results (including statistics) and organise this in a meaningful way and present findings in a clear, accessible and relevant format.	Interview
14.	You can think reflectively and successfully organise, manage and prioritise assignments to complete in a timely and accurate manner when there are: <ul style="list-style-type: none"> • changes in workload • changes in assignment • pressures of deadlines • competing requirements • heavy workloads 	Interview
15.	You can deal diplomatically and confidentially with a wider range of internal and external stakeholders.	Interview
16.	You have good listening and interpersonal skills, can communicate with people in a sensitive, flexible, and considerate manner appropriate to their needs and are to have an empathic response to distress	Interview
17.	You can think and work creatively on own initiative, develop and maintain effective working relationships, work flexibly within a multi-agency environment and as part of a team to collaborate with colleagues and achieve agreed outcomes or innovative solutions	Interview
18.	You can identify ways that the service could be improved for an organisation and individuals, share information and ideas with colleagues and/or service partners to improvement and develop and deliver new administrative systems and processes	Interview
19.	You can develop self and improve your own personal performance by identifying your development needs, making use of formal development opportunities, using informal learning opportunities, reviewing progress against agreed objectives and sharing lessons learned with others.	Application

Special requirements of the post

Essential criteria	Criteria description	Assessed by
20.	This role will require you to obtain an Enhanced/Standard satisfactory clearance from the Disclosure and Barring Service	

Our accreditations

Our accreditations include: the Healthy Workplace award, Timewise, London Living Wage Employer, Disability Confident Committed, The Mayor's Good Work Standard, Stonewall Diversity Champion, and Time to Change.

