

Job description

Job title: Adults Invoicing Assistant

Grade: Level 1 – Dorset Council Grade 5, Level 2 – Dorset Council Grade 6

Job evaluation reference: FN605a/b

Job family: Financial and Commercial Services

Purpose and impact

This role ensures the smooth and timely payment of adult social care providers, supporting the financial stability of essential care services. As the first point of contact for invoice and billing queries, the role provides vital assistance to providers and service users, ensuring accurate and efficient financial transactions. By acting as the key liaison with internal teams, the role helps resolve issues related to care packages on the case management system, contributing to accurate data management and service delivery. At Level 2, the role takes on more complex financial tasks, addressing intricate payment and billing matters to uphold financial accuracy and service continuity.

Key responsibilities

1. Process valid invoices from providers for adult social care within 30 days of receipt.
2. Complete daily payment reconciliation of all invoices processed for payment.
3. Investigate straightforward differences between billed packages of care and what the case management system shows, liaising with social work teams, Brokerage, the provider and others as appropriate.
4. Keep accurate records of invoices that did not have a matching purchase order when first presented for payment, following these through to a point where they can either be paid or credit notes are received.
5. Liaise with Tricuro day centres regarding the attendance of Dorset Council service users, ensuring that any billing to service users reflects attendance.
6. Liaise with the Dorset Travel team in maintaining records on the care management system of service users making use of the day centre buses and taxis arranged by that team.
7. Raise ad hoc invoices as requested.
8. Liaise with, and provide support to, colleagues within Adult Services, (locality teams, day services and County Hall), Income Section, Legal Services and Providers to ensure that a seamless service is provided to all colleagues, service users and customers.
9. Assist members of the public in understanding their invoices for adult social care, checking the validity of the charges and making adjustments if required. This can be both over the phone and written.

Additionally at Level 2:

10. Investigate more complex differences between billed packages of care and what the case management system shows, liaising with social work teams, Brokerage, the provider and others as appropriate.
11. Train and support the Level 1 Adults Invoicing Assistants on a day to day basis, including checking of work.
12. Enter, amend and/or end packages of care on the care management system, based on instructions from the budget holder, taking care to take account of the effects of this on service user billing.



13. Deal with more complex correspondence relating to service users on the caseload, both over the phone and in writing.
14. Develop and maintain management information systems as required.
15. Any other lesser or comparable duties as required by the Adults Invoicing Team Leader or Financial Support Manager.

NB: The duties and responsibilities of this post are not restrictive, and the post holder may be required on occasion to undertake other duties. This will not substantially change the nature of the post.

Supervision and management

Reporting to: Adults Invoicing Team Leader

Other factors

Responsible for ensuring data quality and the integrity of management information through the proper use and safeguarding of data and record system both manual and computerised.

Our values

Our values act as guiding principles, defining what we believe is important in the ways we work together. Our values are Respect, Together, Accountability, Openness and Curiosity. You will need to be able to demonstrate these values in action through the way you work, regardless of your role within the organisation. Information about our values can be found on our website.



Person specification

Your application will be assessed based on your demonstration of how you fulfil the following criteria; you should include clear examples of how you meet these criteria within your application form and during the assessment process.

Essential

Essential criteria are the minimum requirement for the above post and will be assessed through a combination of your application form, assessment, interview and references (as specified below). We will require evidence of the qualifications, training or registrations listed below.

Qualifications, training or registrations Required by law or essential to the performance of the role or both	Assessed through:
1. Minimum of 2 A-Levels or equivalent qualification and/or equivalent experience	Application form
Experience	
2. Relevant practical experience	Application form
3. Significant experience of working with providers	Application form
4. Experience of communicating with a wide range of people in order to obtain specific, detailed and accurate information	Application form
5. Significant experience of dealing with customers	Application form
6. Experience of dealing with complainants	Application form
7. Proven experience making payments to providers, reconciling statements and dealing with disputes.	Application form
8. Evidence of development and application of IT knowledge to support improved financial management, service delivery and value for money	Application form
Knowledge, skills and abilities	
9. Understanding of office practices and procedures	Interview Assessment
10. Good and up to date knowledge of IT including Word and Excel	Interview Assessment
11. Understanding of financial procedures	Interview Assessment
12. Good inter-personal skills	Interview Assessment
13. Effective written and oral communication, including listening and enquiry techniques	Interview Assessment
14. Ability to retain information	Interview Assessment
15. Ability to produce timely and accurate work	Interview Assessment
16. Ability to plan, prioritise and organise work effectively with minimum supervision	Interview Assessment
17. Ability to meet deadlines/timescales and to work under pressure	Interview Assessment
18. Ability to undertake numerical calculations appropriate to the post	Interview Assessment
19. Ability to cope with difficult situations effectively	Interview Assessment
20. Ability to positively embrace change, demonstrate flexibility and a willingness to take on new ideas and ways of working	Interview Assessment



21. Ability to work as part of a team	Interview Assessment
22. Ability to negotiate and persuade both over the phone and in writing	Interview Assessment
23. Understanding of the whole system effects of putting a package of care onto the case management system	Interview Assessment
24. Ability to communicate financial information clearly and effectively with non-finance colleagues both over the phone and in writing.	Interview Assessment
25. Ability to communicate effectively with service users on the phone in clarifying their charges.	Interview Assessment
26. Ability to use initiative and have an investigative manner	Interview Assessment
Our values	
27. Respect	Interview Assessment
28. Together	Interview Assessment
29. Accountability	Interview Assessment
30. Openness	Interview Assessment
31. Curiosity	Interview Assessment

Desirable

Desirable criteria will be used in the event of multiple applicants meeting the minimum essential requirements and if applicable, will be assessed through a combination of your application form, assessment, interview and references (as specified below). If you meet the desirable criteria, we will require evidence of the qualifications, training or registrations listed below.

Experience	Assessed through:
32. Previous experience of working in a Purchase ledger and/or Sales ledger team	Application form
33. Demonstrable experience of completing and processing forms in accordance with pre-defined procedures	Application form
34. Previous experience of dealing with queries by phone	Application form
35. Experience of financial audit and personal accounts	Application form
36. Experience of dealing with vulnerable/older people	Application form

Approval

Manager's job title:

Date: March 2025



Dorset
Council

