

JOB DESCRIPTION



JOB DETAILS

Job Title:	Supported Banking Administrator
Salary:	£15,304.54 Increasing to £16,835 after 6 months' probation
Hours:	37 hours per week Between working hours: Monday to Thursday - 9am to 5pm Friday - 9am to 4.30pm
Status:	Permanent
Holiday Entitlement:	28 Days per Annum, inclusive of 3 days shutdown at Christmas
Responsible To:	Supported Banking Manager

JOB PURPOSE

To administrate the supported banking service for disabled individuals in Cheshire operating a Direct Payment, who have requested the support from Cheshire Centre for Independent Living to manage the paperwork requirements on their behalf.

KEY TASKS

- 1 Keeping up-to-date account record sheets.
- 2 Deal with incoming phone enquiries.
- 3 Ensuring that all paperwork records, timesheets and bank statements etc, and electronic records are kept in an orderly fashion.
- 4 Writing cheques as required.
- 5 Reconcile statements against account activity.
- 6 Preparing paperwork for audit.
- 7 Liaising with Customers, for whom we hold a managed account.
- 8 Acting on the Customers instructions and in line with the signed Supported Banking Service account agreement.
- 9 Ensuring the correct process is adhered to for the opening and closing of Supported Banking Service account cases.
- 10 Liaising with other departments within the organisation.
- 11 Liaising with Local Authority, Social Workers and external agencies as required.
- 12 To assist with the preparation of reports including the collection, collation and presentation of statistical information.
- 13 To produce correspondence and other material on word processors.
- 14 To maintain office filing systems and other administrative records.
- 15 To provide general office support within the department in relation to photocopying, shredding confidential waste, as required.
- 16 To liaise simply and clearly with disabled people regarding their enquiries/queries.
- 17 Use the Organisation's internal case recording systems for statistical recording, record keeping and document production.
- 18 To develop and maintain the role.
- 19 To identify own training/development requirements and agree a personal development plan with the Supported Banking Service Manager.
- 20 To be willing to receive training within the department to allow for personal development.
- 21 To carry out any other reasonable duties as may be required by Cheshire Centre for Independent Living.

PERSON SPECIFICATION

CRITERIA	ESSENTIAL	DESIRABLE	ASSESSED BY
Qualifications / Experience	<ul style="list-style-type: none"> • Basic knowledge and understanding of Microsoft office 		A,I
Knowledge	<ul style="list-style-type: none"> • To have an understanding of the Social Model of Disability. 	<ul style="list-style-type: none"> • To have an understanding of Direct Payments / Self Directed Support and an understanding of our client group. • Understanding of and commitment to the aims and principles of Cheshire Centre for Independent Living and its equal opportunities policies. 	A,I
Skills/Abilities	<ul style="list-style-type: none"> • Ordered approach to workload and an ability and willingness to follow agreed procedures. • Be numerate. • Good planning, time-management and organisational skills. • Highly self motivated and able to work to deadlines. • Able to work on own initiative and with minimal supervision (after initial Induction and Training period). 		A,I

	<ul style="list-style-type: none"> • Effective oral communication skills at all levels: i.e. with Individuals using the service's; Staff within the Local Authority and within our own organisation. 		
Other	<ul style="list-style-type: none"> • Ability and willingness to work as part of a team; understanding of and commitment to the aims and principles of Cheshire Centre for Independent Living and its equal opportunities policies. 		A,I