**Job Title: Carer Payments Officer**

**Location: Bolton Head Office**

**Reports to: Carer Payments Manager**

**Accountable to: CFO**

**Job Purpose:**

To support the Carer Payments Manager with providing an efficient and customer focussed service for the processing of foster carer payments, invoicing to Local Authorities and other related activity.

The Carer Payments Officer will be responsible for processing payments & invoicing for an allocated portfolio of fostering agencies.

**Key Stakeholders:**

Foster carers, Agency Registered Managers, Regional Directors, Finance team.

**Key Responsibilities:**

* Preparation and processing of foster carer payments on a daily / weekly basis, ensuring they are prepared in an accurate and timely manner.
* Ensure summer allowances, respite payments, bonuses and carer uplifts are processed on the system and paid out correctly.
* Processing of Local Authority invoices and credit notes on a daily / monthly basis, ensuring they are prepared in an accurate and timely manner.
* Reconciling child savings deductions and payments on a monthly basis, ensuring that savings related to leavers are paid over to Local Authorities in a timely manner.
* Issuing of foster carer remittance advices, ensuring all information is accurate prior to distribution to carers.
* Prepare and distribute the carer’s annual statements.
* Processing of Foster Carer expenses in accordance with financial procedures.
* Help to resolve queries received from carers in a prompt and customer service focussed manner.
* Assist the Foster Carer Payments Manager with ensuring that pricing details are updated and maintained as and when required in line with local authority tenders and contract updates.
* Any other duties applicable to the position of Carer Payments Officer.

1. **Standard responsibilities:**

There are a number of standard duties and responsibilities that all employees, irrespective of their role and level of seniority within NFG are expected to be familiar with and adhere to:

* Participates in an annual performance review programme.
* Works at all times, in accordance with the policies and procedures of the NFG and statutory regulations applicable to the Group.
* NFG is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expect all employees to work in accordance with this.
* Undertakes other duties as assigned.

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| **Job Holder** |  |  |
| Name: | Signed: | Date: |
| **Signed on behalf of the NFG** |  |  |
| Name: | Signed: | Date: |