

JOB DESCRIPTION

Job Title	ASC Operations Finance Lead		
Directorate	Finance and Procurement		
Reporting to	Strategic Finance Business Partner – Adults		
Grade	8		
Evaluation ref:	RP296	Job Family ref:	
Role purpose			
<p>The ASC Operations Finance Lead provides strategic and motivational leadership to the Adult Social Care (ASC) Finance Operations Team, ensuring that high quality, compliant, and customer focused financial services are delivered on behalf of Somerset Council. The role oversees the full suite of ASC operational finance functions—including direct payments, deferred payments, financial assessments, benefits administration, Court of Protection work, and income collection—ensuring these services are effectively managed in line with the Care Act 2014 and other statutory duties. The postholder leads multiple specialist teams, driving continuous service improvement, modernised processes, and efficient ways of working that directly support care delivery and financial sustainability across Adult Social Care.</p> <p>The role further provides senior operational oversight, strategic direction, and expert financial advice to senior managers, including the Adults & Health Operations Executive Director. The postholder ensures that robust systems, policies, performance frameworks, and governance arrangements are in place, using data and evidence to monitor outcomes, identify risks, and optimise service effectiveness. A key part of the role is to maximise income generation, reduce financial risk, and secure accurate client contributions, while building strong internal and external partnerships, promoting transformation, and delivering a high performing and well supported workforce.</p>			
Accountabilities			
<p>Provide strategic and operational leadership to ASC Finance Operations, ensuring high-quality, compliant, and customer-focused financial services across direct payments, deferred payments, financial assessments, benefits, Court of Protection work, and income collection.</p> <p>Drive continuous improvement and transformation, leading the development and implementation of modernised systems, digital solutions, and streamlined financial processes that support effective care delivery and decision-making.</p> <p>Deliver expert financial and operational advice to senior leaders—including the Adults & Health Operations Executive Director—through regular reporting, analysis, and interpretation of financial and performance data.</p>			

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Ensure robust performance management, establishing and monitoring KPIs, service standards, and quality measures, using data to identify risks, under-performance, and opportunities for improvement.

Maintain statutory compliance, ensuring that all financial decisions, assessments, and operational activity comply with the Care Act 2014, Mental Capacity Act 2005, and relevant guidance, supported by strong financial controls.

Oversee complex financial assessments, including retrospective assessments for clients lacking financial access arrangements, ensuring accuracy, transparency, and lawful application of ASC charging principles.

Manage and control devolved budgets, ensuring effective financial stewardship, enabling income generation, minimising debt, and supporting the achievement of corporate financial targets.

Lead and develop a high-performing workforce, ensuring effective recruitment, supervision, professional development, and a culture of inclusivity, wellbeing, and continuous improvement.

Develop and maintain policies, systems, and governance frameworks, ensuring that ASC financial operations are supported by clear procedures, quality assurance mechanisms, and aligned professional practices across the Council.

Build and maintain strong partnerships, representing the Council in dealings with solicitors, accountants, service users and families, government departments, and other local authorities, ensuring collaborative and compliant management of client finances.

The post holder will provide strategic and operational leadership to a team of five Team Leaders and 25 FTE Officers, ensuring high-quality service delivery and consistent performance across all functions. They will be responsible for setting clear expectations, driving continuous improvement, monitoring workload and productivity, and supporting leaders to develop their teams effectively.

Provide clear leadership to deliver the Council's strategic priorities and meet the Council's financial targets, as a member of the Finance Business Partnering Team.

Update and advise Elected Members in respect of operational and policy issues in relation to the ASC Operations and FAB Team.

Lead ASC Financial Operations and FAB team with a clear identity in terms of flexible and responsive ways of working, inclusive and diverse culture, and high level of employee engagement and wellbeing. Undertake representational and communication duties on behalf of the Council to promote and protect the Council's interests in matters concerning their specialist areas.

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Function as an ambassador for the Council promoting, both internally and externally, the Council's vision, strategic aims, and values.

Value the diversity of Somerset's communities ensuring equality of access and treatment in service delivery and employment.

Function as a role model for Somerset's vision and values. Promotes a culture of continuous improvement that encourages creativity and innovation to ensure services are efficient and develop the potential and flexibility across the Council and its workforce including the motivation and development of employees within the ASC Operations team.

Ensure that all service place a high value on customer responsiveness by demonstrating a commitment to meeting and involving the broadest range of direct and indirect service users, citizens, customer, and communities.

Support the delivery of the Council's key strategic aims and objectives ensuring understanding and commitment from staff from across Adult Social Care and Finance and Procurement service.

Keep abreast of specific statutory or regulatory duties contained within the role to ensure any challenges and opportunities in the delivery of services are responsive, compliant, and well communicated to customers, communities, and business as appropriate.

Support Corporate and Directorate specific transformational change programmes with the aim of maximising efficiency, modernising services, and achieving better outcomes and opportunities for service users and customers.

Ensure flexibility in reacting to the needs of the Council, its' customers and partners supporting a culture of continuous improvement.

Ensure compliance with all relevant legislation, the Council's standards of conduct, organisational policy, and professional codes of conduct to uphold standards of best practise.

Accountable for compliance with all relevant health and safety legislation and Somerset Council H&S policies.

Impact

Manage the FAB team of 15 - 21 staff who deal with approximately 2,500 -3,500 cases per annum, bringing in approx. £30m to the Council.

Manage the Adults transactional team of 10 – 16 staff who deal with a minimum total combined net value of £250+million for Adults Operations.

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Responsible for ensuring that maximum revenue is generated for service users; this revenue is critical to both service users and the local authority.

Knowledge / Experience / Skills

	Essential	Desirable	
Knowledge			
Substantial managerial experience and skills at a senior level.	X		
Good working knowledge of the social, political and economic issues relating to the work of local government and with vulnerable adults.	X		
Up to date knowledge of key legislation relating to the post's responsibilities, such as Social Care Act, Mental Capacity Act.	X		
In depth knowledge of one or more of the key areas: welfare and benefits, client financial assessment / contributions, income collection, debt recovery in ASC or related area	X		
Sound understanding and practice of multi-disciplinary working.	X		
Experience			
Substantial managerial experience and skills gained at a senior level, including making a contribution to the corporate management of an organisation where required.	X		
Demonstrable experience of partnership working including the ability to influence and, where appropriate, lead multi-agency groups and projects to deliver services and initiatives.	X		
Demonstrable experience of operating equality and diversity measures in the local commissioning and delivery of services.	X		
Track record of the flexible use of financial and other resources (including the service commissioning framework and opportunities for income streams) in the delivery of services on time and within budget.	X		
Demonstrable experience of the effective deployment, continuing development and supervision of professional and other staff resources.	X		

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Sound understanding and experience of the use of information and communication systems to inform operational decision making and recommendations/actions concerning service improvement	X		
Significant experience of the operation and achievement of performance management and quality assurance models.	X		
Change management experience.		X	
Evidence of work-related continuing management development.		X	
Qualifications / Registrations / Certifications			
Leadership/Management ILM and/or AAT or equivalent work experience'		X	
Skills			
Promotes the need for change and acts as a role model for change.	X		
Positive, committed, adaptable, thorough and confident approach.	X		
Ability to work to deadlines and to motivate others to work effectively and demonstrate a duty of care.	X		
Committed to diversity in service delivery and employment.	X		
Innovative and creative approach to service development and value.	X		
Customer and Communities focussed.	X		
Personal integrity.	X		
Drive and self-motivation - "can do" attitude.	X		
Sound analysis and decision-making in dealing with complex service delivery and/or policy development matters.	X		
Working Conditions			
Working Arrangements			
Somerset Council's dynamic Working Strategy will be applied to this position			
Corporate Responsibilities			

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- Ensure compliance with all relevant legislation, organisational policy, and professional codes of conduct to uphold standards of best practise.
- Deliver the aims of the council's equality, diversity and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do, ensuring team members are also aware of their responsibilities and maintaining their understanding that Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.

Date: 12/06/2026