



Job Description

This job description has been designed to indicate the general nature and level of work required of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list, and the line manager may vary duties from time to time which do not change the general character of the job, or the level of responsibility entailed.

Post Details	
Job Title	Deputyship Assistant
Job Reference	711348
Service	Resources & Assets - Assessments
Team	Assessments- Deputyship team
Location	Shute End
Reports to	Welfare Manager
Responsible for	none
Grade	4
Contract Type	permanent
Hours	Part time 25 per week - 5 hours per day

Main Accountabilities	
1.	Complete all necessary administrative tasks to support the Deputyship Service - for example, but not limited to: - <ul style="list-style-type: none">• Financial administration (setting up and maintaining client financial records)• Case management support (maintaining accurate client records and updating various systems (e.g. CASPAR))• Communication and correspondence (handling incoming and outgoing post, emails, and phone calls)
2.	Support senior colleagues in the delivery of all aspects of financial work, including financial processing of payments, receipts, initiating and monitoring automated payments and invoices for fees.>
3.	Communicating with a wide variety of people at all levels, internal and external (i.e. DWP, solicitors, financial institutions, care managers).





4.	Providing advice and input to the delivery of excellent customer service working with customer facing staff and staff with other specialist areas to provide seamless services to customers.
5.	Develops good working relationships across the Service, the wider Council, key partners and stakeholders; to understand the impact the work of the Deputyship Team
6.	Monitor and manage Prepaid Cards issued to clients and carry out reconciliations of client bank accounts.
7.	Occasional visits to clients in the community may be required.

Person Specification	Essential	Desirable
Education/Qualifications	Good standard of education including English & Maths GCSE grade C or above or equivalent.	
Experience	Experience of delivering outstanding customer focused services Experience of working under pressure to support demand lead services.	Experience of working within a financial administration environment.
Skills/Knowledge	Good IT skills including office software such as Microsoft Word, Outlook, Power Point & Excel Experience of working under pressure to support demand lead services. Experience of working in a customer service environment	Understanding of the role of the Office of the Public Guardian and Court of Protection, DWP legislation, The Care Act 2004 & Mental Capacity Act 2005
Behaviours/Attributes	Willingness to learn with the motivation to succeed. Reliable, committed and punctual. Flexible approach to changing work demands. Self-motivated and tenacious	

Purpose Details	
Service Purpose	To act as Deputies under Court of Protection Orders and all associated duties and support needed to carry out these functions.





Role Purpose	<p>The Deputyship Assistant will work as part of a busy team who manage the financial affairs of adult social care clients who lack mental capacity to manage their own finances.</p> <p>This can include paying bills, making benefit applications, and supporting financial decisions on behalf of the client.</p>
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Supervision and Relationships	
Supervision Received	Supervision received from Senior Deputyship offices. Informal support from Deputyship officers.
Supervision Given	N/A
Contacts	Revenues and Recovery Adult Social Care Housing DWP OPG Court of Protection Shared Legal Services Working with internal and external key stakeholders. Housing Associations, CAB and Voluntary Sectors. Care providers.

Resources/Budget Management
.> N/A

Special Requirements





Basic DBS check
Full driving license and use of a car

Occupational Health Risk Assessment		Details
Skin/Respiratory Sensitisers		N
Working at Height		N
Exposure to Noise (>80-85dB)		N
Confined Spaces		N
Frequent Display Screen Equipment Use		Y
Driving for Work		Y occasional
Hand Arm Vibration		N
Lone Working		Y - possibly
Healthcare/Social Contact with Patients		N
Blood Borne Viruses Exposure		N
Food Handling		N
Working with Animals		N
Specialised Medical Screening		N
Night Working		N
Safety Critical Work		N

Nature of the Role		Details
Healthcare or Hospital Work		N
Working with Children (under 18)		N
Working with Elderly/Vulnerable Adults		<Y





Work Environment Details	Shute end
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Role Involvement	Details
Working with Children	N
Working with Vulnerable Adults	Y
Both of the Above	N
Providing Care/Supervision for Children	N
Providing Care/Supervision for Vulnerable Adults	N
Both of the Above	N
None of the Above	<N

Disclosure and Barring Service (DBS)	Details
DBS Requirement	Basic DBS
Eligibility Tool	Find out which DBS check is right for your employee - GOV.UK (Find out which DBS check is right for your employee - GOV.UK)

Re-checks
<Details of required regular checks in line with regulations.>





Evaluation Declaration	
Date of Evaluation:	31/10/2025
Evaluated by:	Clare Fell - Service Manager- Assessments

Private: Information that contains a small amount of sensitive data which is essential to communicate with an individual but doesn't require to be sent via secure methods.

