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Apprentice Direct Payment Support Officer

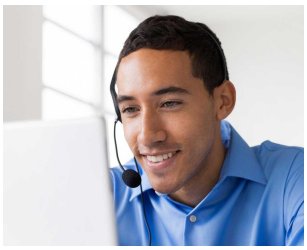
Location: **Halifax**

Posted: **3rd November 2026**

Employer: **Calderdale Council**

Role type: **Apprenticeship**

Entry Requirements:



This is an exciting opportunity to join our Direct Payment and Monitoring team, which is part of our System and Finance service at Calderdale Council. The team supports the Adults and Children's Social Care directorates and is responsible for ensuring that Direct Payments are set up for individuals that have been assessed via social care and want to manage their personal budget, and for monitoring that spend is appropriate and accounted for.

Business

Local authority

Training provided

Level 3 Business Administration

Pay details

National Minimum Wage

Hours

37 hours per week, 21-month fixed term contract

Requirements

- GCSE maths and English at grades 9-4
- Good communication skills
- Ability to organise own workload
- Ability to remain calm and effective under pressure
- Attention to detail, particularly with numerical information
- IT skills including use of Microsoft Office software
- Standard DBS check is required

Minimum age

16

Description

Day-to-day tasks include:

- Monitoring incoming electronic requests, ensuring all information is received, responding where required
- Managing the team inbox daily, addressing queries quickly and efficiently
- Supporting the Direct Payment Monitoring Team in efficiently monitoring direct payments
- Covering the duty phones, on a rota basis, answering queries in relation to direct payments or the monitoring of direct payments
- Inputting, updating, and maintaining electronic records/systems and spreadsheets

- Planning meetings and events, booking venues, circulating agenda papers and minute taking of meetings

How to apply

Please apply on the council's **website**.

To enquire about this role: