

# GROUNDWORK CHANGING PLACES CHANGING LIVES



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## JOB DESCRIPTION

<b>JOB TITLE:</b>	Administrator
<b>REPORTS TO:</b>	Partnership Lead
<b>LOCATION:</b>	Workington
<b>SALARY:</b>	Circa £17,316 per annum, pro rata
<b>HOURS:</b>	22-24 Hours per week

### JOB SUMMARY

To offer administrative and Customer Service support as part of the Choices team. The post holder will be integral to maintaining systems for the programme and to ensure data is accurate and evidence is compliant. The post holder will support the Choices Management Team and will be responsible for procession submissions from the delivery team, collating accurate data and summarising this in reports as well as supporting the wider team achieve its objectives. The role is a part time position, funded by The National Lottery Community Fund and the European Social Fund until December 2021.

*This role requires a Satisfactory DBS (Disclosure Barring Service) check.*

### KEY RESPONSIBILITIES

#### **Key Areas: Administration Support**

- Dealing with day to day administrative tasks in an accurate, timely and professional manner, including;
  - processing documentation and focussing on the quality and compliance of submissions

- liaise with all partnership staff and support where necessary with guidance on information required for claims submissions
- filing large volumes of paperwork in an accurate and efficient manner
- collate information and write reports or compile spreadsheets relating to the information
- produce reports, correspondence and other documents as requested by the team
- Carry out initial participant eligibility checks on submitted paperwork, print off files and inform management when ready for processing by them
- Checking outcomes/ results evidence and entering to MI system as required
- Organise, prepare for and take minutes at meetings
- To ensure understanding of audit/ funding requirements and ensure information is collected and recorded in accordance with these requirements
- To be aware of the confidential nature of the post and act accordingly
- Maintain effective, positive relationships with participants, colleagues, partners and suppliers
- Ensure all administrative systems and procedures are maintained and contribute to improvement and development of these systems
- Monitor participant paperwork submissions, record compliance levels and submission dates and provide updates to management or raise concerns in a timely manner if errors are identified
- Undertake quality and compliance checks of customer paperwork and electronic information on every submission

### **Quality Targets:**

- Quality control in line with European Social Fund
- Self-led audits and compliance actions
- Performance Management System
- Customer Service Standards

### **Additional responsibilities**

- Comply with all organisational policy, procedures and systems.
- To be aware of, and assume the appropriate level of responsibility for, safeguarding and promoting the welfare of children, young people and vulnerable adults and to report any concerns in accordance with the organisation's safeguarding policies
- Ability to work outside normal office hours.
- Any other duties commensurate with the level of the post.