



JOB DESCRIPTION

JOB TITLE:	ROAD Quality & Compliance Officer
REPORTS TO:	ROAD Project Manager
LOCATION:	The Greenhouse, Annfield Plain
HOURS:	Full Time - 37 Hours per week
SALARY:	£21,626 - £24,343 per annum

JOB SUMMARY

Reaching Out Across Durham (ROAD) is an exciting employment Programme in County Durham jointly funded by the European Social Fund and the National Lottery Community Fund. Working in Partnership with 7 voluntary and community sector delivery Partners who are specialists in employment, financial and digital inclusion, Health and Wellbeing and volunteering, ROAD supports long-term unemployed people into or towards employment.

Working as a member of a dedicated Management team, the post holder will oversee the work of the navigators, coaches and trainers who are employed by different partners to ensure they deliver a coherent service utilising ROAD's performance management framework.

KEY TASKS

- Planning, implementing and delivering a Programme marketing and engagement strategy to support the delivery of the Programme, focussing on increasing engagement and referral routes for potential Participants and external organisations
- To coordinate and approve all referrals and enrolments onto the ROAD programme, ensuring participants are fully eligible in line with existing NLCF/ESF guidance and supporting Navigators with related queries on status, right to work and all eligibility criteria.
- Liaise closely with NLCF/ESF on frequent changes to guidance and programme regulation regarding eligibility.
- Work with all Navigators to ensure performance targets are met, quotas and ratios are adhered to and support with ideas and solutions to maximise performance.
- To coordinate and approve all participant outcomes and results, ensuring that all paperwork and evidence is satisfactory and compliant prior to submission to NLCF.

- To complete regular caseload reviews with the delivery staff, offering support and direction where required.
- To produce, deliver and update compliance and quality processes, which are critical in ensuring that all participant paperwork is fully compliant and adheres to existing (and frequently amended) guidance issued by NLCF/ESF.
- Visit all partners to undertake a percentage compliance check on physical and electronic files, ensuring that procedures – both those of NLCF/ESF, and our own internal procedures and processes are adhered to.
- Compile Quarterly compliance reports for each partner, and follow a scoring mechanism to highlight issues and liaise with Project Manager to implement any Performance Improvement Plan as required.
- Administer the ongoing use of our CRM system (Evolutive) to ensure the system is used compliantly and accurately to enable us to interpret data derived from it.
- Deliver inductions to all new ROAD delivery staff, including the use of system's and assessment materials.
- Support with the Quarterly submission to the NLCF of all related paperwork; taking responsibility for all participant related data, including the compilation of NLCF Annex documents.
- Support with the design, delivery of an archive process to collect and collate all original materials and take lead responsibility for all participant related information.
- To interpret new participant related guidance from NLCF, re-align existing procedures and ensure all delivery staff are updated and supported.
- Prepare monthly and quarterly Performance data on participant starts, outcomes and results.
- Participate in monthly and quarterly review meetings within the Partnership Team.
- Ensure good relationships are developed with thematic leads and partners so there is a seamless service for participants.
- Working with the ROAD partners, manage the resources required to deliver ROAD and ensure effective linkage of internal and external strategic programme areas which add value, develop and support sustainability.

Performance Targets

- To ensure the ROAD project achieves its targets on outputs, results and outcomes.
- To support all partners to achieve at least an Amber rating each quarter on Compliance.
- To achieve a zero error rate in NLCF/ESF Audits – Participants.
- Customer satisfaction

General Administrative Duties

- Support the Project Manager on the analysis of data and preparation of reports to the Partnership Delivery Group and the Trust
- Dealing with day to day administrative tasks, i.e. taking calls, sending emails, making appointments if necessary, scanning, photocopying and printing

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.