

# GROUNDWORK

CHANGING PLACES  
CHANGING LIVES



## JOB DESCRIPTION

<b>JOB TITLE</b>	Admin & Claims Officer
<b>REPORTS TO:</b>	ROAD Project Manager
<b>SALARY:</b>	Circa £18,000 per annum Fully funded by the European Social Fund and the National Lottery Community Fund
<b>HOURS OF WORK:</b>	37 hours per week
<b>LOCATION:</b>	Annfield Plain, Stanley, Durham
<b>DURATION:</b>	Fixed term until June 2023

### 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 Partnership team, the post holder will be responsible for comprehensive administrative duties to support the ongoing requirements of the Programme. This will include assisting the Programme Finance & Marketing Officer with the collation, processing and checking of financial and delivery documentation from across the Partnership, including manual and electronic methods to ensure compliance with both organisational and the Programme funder's standards.

Responsible for a range of administrative and financial tasks, the post holder will be required to work proactively with external project Partners, ensuring achievement of business deadlines and a high level of accuracy and quality.

The post holder will also undertake first line contact to potential participants, capture data and support the continued progress and development of the programme.

You will work solely on the Reaching out across Durham programme which is funded by the European Social Fund and The National Lottery Community Fund.

## KEY TASKS

### Key Area: Administrative Support

- Work with the Road Partners to obtain specific policy documents and review against set criteria
- Update related policy logs and processes
- Support the team in the preparation of papers for Partnership meetings and events
- Dealing with day to day administrative tasks, i.e. taking calls, sending emails, making appointments if necessary, scanning, photocopying, filing and printing
- Use initiative to maintain and improve robust administration systems and procedures
- Maintenance of filing systems in accordance with procedures and lead on Programme archiving of documents
- Supporting the Programme Finance & Marketing Officer with Publicity audits to ensure delivery staff and Partners adhere to the publicity guidance of our Programme Funders

### Key Area: Programme Support

- Maintain effective and secure systems for financial management and evidencing the quarterly claims
- Support the Partnership Lead on the preparation of reports to the Partnership Delivery Group and the Trust
- Provide a comprehensive administration support service for the ROAD team
- Ensure the MI system & contact database is updated with accurate information.
- Track referrals to the point of enrolment - report on pending referrals to delivery staff and management
- Knowledge and understanding of the programme to be able to qualify potential participants
- Assist Marketing Engagement Officer with Social Media enquiries if necessary
- Undertake regular audits of the Trust's and Partner's record keeping and put in place measures if any remedial actions are required

### Key Area: Financial Duties

- Support the compilation of the quarterly grant claims including submission of all appropriate paperwork, accurately and to meet identified deadlines and to check claims and associated evidence for ineligible costs and addressing errors and omissions appropriately to ensure accurate claims submission
- Support both the Programme Finance & Marketing Officer and the Financial & Claims Administrator with the collection and retention of auditable evidence provided by ROAD partners, ensuring compliance with funding guidelines
- Develop sound understanding of the Programme funding guidelines and contractual compliance to support effective claims processing and management
- Raising purchase orders according to invoices, checking invoices for services / products have been paid and that both copy and original invoices are appropriately filed
- Ownership of Management Team petty cash float, maintaining robust records of all spend including spreadsheet logs and filing of electronic copies of invoices and receipts and of originals, working with Groundwork Finance Team to ensure full evidence of spend is reconciled, ensuring information is passed onto the Programme Finance & Marketing Officer for inclusion in the claim

### Key Area: Customer Service

- Take initial enquiries via all avenues of contact from potential Participants and other service providers and referring these to the appropriate geographical Navigator
- Show empathy and understanding when talking to participants on the telephone - being first point of contact.
- Maintain effective relationships with colleagues, Partners and suppliers
- Meet and greet visitors to any meetings by providing a welcoming environment

- Support the delivery of engagement activity if required, encouraging participants to work, and maintaining engagement with the Programme's services

### **Additional responsibilities**

- Integrate with wider team and share knowledge to benefit the holistic development of programmes.
- To operate in a pro-active and innovative manner, to generate solutions which support a diverse customer base into sustainable employment, maintaining a belief in the customers' ability to be employed throughout
- 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.