

GROUNDWORK

CHANGING PLACES
CHANGING LIVES



JOB DESCRIPTION

JOB TITLE	MI and Data Officer
REPORTS TO:	ROAD Project Manager
SALARY:	Level 1: £20,776 - £23,397 per annum, pro rata
HOURS OF WORK:	21 hours per week
LOCATION:	Annfield Plain, Stanley, Co.Durham
DURATION:	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.

To support management, operations and development in the use of management information with a view to improving performance and quality of Groundwork's Youth, Employment & Skills team

The Post holder will support the implementation and maintenance of the management systems across the ROAD project ensuring that information is accurate and meets strict funding rules and deadlines. 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 Project Manager and wider delivery teams and will be responsible for updating and processing information from our delivery staff, collating accurate data and summarising this in reports as well as supporting the wider team achieve its objectives.

The post holder will engage with participants via telephone, and in writing, supporting the wider team to achieve its objectives

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 Areas:

- Develop sound understanding of all programme funding guidelines and contractual compliance
- Weekly collation of contract activity for each delivery member of staff and contract, reporting to Project Manager for accurate forecasting
- Issue deadlines to delivery staff to meet programme requirements
- Update and maintain an internal customer information database which will be utilised to manage current and historical data
- Develop professional and working relationships with key staff within the Prime funders organisation in relation to MI and Quality & Compliance
- Produce a range of documents including reports, meeting minutes. data input, collation, scanning and filing, correspondence with participants to meet deadlines whilst maintaining accuracy and quality
- Support the Partnership Management Team with the submission and auditing of programme's financial quarterly submission claim.
- Assist in audit function for MI and administration systems/documentations assisting as required in preparation for external audits, due diligence and inspections
- Assist the Navigators to ensure that the information on the Management Information System is of a high quality and consistent
- Support operational delivery staff to achieve performance excellence
- Create operational performance and activity reports, which are issued to partner managers on a monthly basis.
- Maintain and improve effective MI systems (computerised and manual) relating to documentation required by contracting funding bodies, preparation of information relating to contract outcomes and programme performance.
- Collate, interpret and plan actions based on available MI and data
- Work with the Project Manager to support with ongoing development and evaluation of the ROAD programme.
- Assist Project Manager to monitor MI & output related information and prepare and maintain relevant data for management analysis as directed
- Promote and develop strong internal working relationships to support ROAD programme development
- Proactively liaise with the staff to develop, evaluate and improve data collections systems and procedures
- Liaise with all partners to gather appropriate information, check MI accuracy, updating relevant databases and trackers
- Support the team in the preparation of papers for Partnership meetings and events
- Take initial enquiries via all avenues of contact from potential Participants and other service providers and referring these to the appropriate geographical Navigator
- Maintain effective relationships with colleagues, Partners and suppliers
- Under direction of the line manager to create new MI database as required
- Issuing correspondence to participants as required by the team
- Dealing with day to day administrative tasks, including the centre mail, answering calls in a timely manner and escalating messages accordingly. Make appointments and produce statistical information as required
- Use initiative to maintain and improve robust admin systems and procedures
- Working within specific standards to assist in the preparation of future audits
- Support Project Manager and management team with any other duties as required

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.