

GROUNDWORK

CHANGING PLACES
CHANGING LIVES



European Union

European
Social Fund

**NORTH
OF TYNE**
~~~~~  
**COMBINED  
AUTHORITY**



## JOB DESCRIPTION

|                         |                                                           |
|-------------------------|-----------------------------------------------------------|
| <b>JOB TITLE</b>        | MI & Claims Officer                                       |
| <b>REPORTS TO:</b>      | Project Manager                                           |
| <b>SALARY:</b>          | Circa £21,000 per annum                                   |
| <b>HOURS OF WORK:</b>   | 37 hours per week                                         |
| <b>LOCATION:</b>        | TBC                                                       |
| <b>DURATION:</b>        | Fixed Term until 31/10/2023                               |
| <b>RESPONSIBLE FOR:</b> | Inputting all data, developing reports, processing claims |

### JOB SUMMARY

Northern Directions is an exciting new youth programme covering the North East Local Enterprise Partnership (NELEP) area, targeting deprived communities within Newcastle upon Tyne, North Tyneside and Northumberland funded by the European Social Fund (ESF) and the North Tyne Combined Authority (NTCA). This programme will support young NEET aged 16-24 to progress towards or into employment, training or education by providing a bespoke employability and personal development package designed around each young person's individual circumstances.

The post holder will be responsible compiling and processing of all claim related documentation and activities working alongside the Project Manager. This will include the collection, collation and processing of original funding documentation from Northern Directions staff, including manual and electronic filing and archiving to ensure compliance with the Programme standards.

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

## KEY TASKS

- Develop sound understanding of all programme funding guidelines and contractual compliance to manage effective claim processing and submissions deadlines
- Responsible for training of all delivery staff on completion of funding documentation and issuing deadlines for documentation to meet funders claims timescale requirements
- Collation and audit of funding documentation, identifying and resolving any errors to ensure compliance
- Update internal and external information database with submission information
- Maintain and monitor security of all participants data both on and off site
- Create, update and maintain an internal customer information database which will be utilised to manage current and historical data
- Weekly collation of contract activity for each delivery member of staff and contract, reporting to Project Manager for accurate forecasting.
- Organise, update and manage a comprehensive archiving process in line with Prime funders' requirements.
- Develop professional and working relationships with key staff within the Prime funders organisation in relation to MI and Quality & Compliance
- Liaise with Prime Funders on invoicing for timely payments to ensure income is reported and correct to Project Manager and Finance team.
- Collate data in line with Project Manager requirements which is used to inform SAR and QIP for Ofsted
- Create, manage and maintain financial data for income and expenditure for all projects on a month basis and report on budget anomalies to the Project Manager
- Responsible for project petty cash issuing and reconciliation in line with Trust financial procedures
- Produce a range of documents including reports, meeting minutes. data input, collation, scanning and filing, correspondence with learners to meet deadlines whilst maintaining accuracy and quality
- Responsible for maintaining and replenishing resources for delivery staff
- Prepare files, quality and compliance check all funding documentation prior to external audits and recommend appropriate resolutions to teaching staff in relation to non-compliance.
- Support new members of staff with funding documentation and learner inductions
- Support Project Manager and delivery staff with any other duties as required
- Quality assurance checks of Health & Safety Vetting paperwork for employer-led delivery
- Booking Functional Skills Tests and registering learners against relevant learning aim.
- Completion and collation of all Volunteer paperwork and timesheets

### 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 and procedures.
- 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.