



# Candidate Pack

## MI & Claims Officer (Northern Directions)

[www.groundwork.org.uk](http://www.groundwork.org.uk)



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# Who are we?

Our vision at Groundwork is of a society of sustainable communities which are vibrant, healthy and safe, which respect the local and global environment, and where individuals and enterprise prosper.

Our mission is to inspire people and deliver positive sustainable change in places of need across the North East and Cumbria. We're passionate about creating a future where every neighbourhood is vibrant and green, every community is strong and able to shape its own destiny and no-one is held back by their background or circumstances.

We work across the North East and Cumbria helping communities find practical sustainable solutions to the challenges they face. We provide training and create jobs, reduce energy and waste, reconnect people with nature and transform whole neighbourhoods. We are passionate about changing places and lives for the better. With over 200 staff across the region, and over 30 years' experience, we are always keen to hear from people with the drive and determination to make a difference and have lots of ways you can get involved. Many of our senior managers and executive team began their careers as volunteers or entry level project staff. By providing a range of training and continuous professional development opportunities at the local, regional and national level we are able to recruit and retain the very best.

Each year Groundwork makes an incredible difference to communities across the North East and Cumbria. We work on hundreds of individual projects each year, supporting disadvantaged communities but what's most important is how we change people's lives. Our local programmes and services are tailored to the needs of partners and communities in each locality. When all that local activity is added together, it becomes a major force for regional change.

We want you to be yourself at Groundwork and value everything that makes you unique. We recognise and celebrate people's differences and together we make Groundwork a great place to work. Groundwork are committed to safeguarding and protecting the welfare of children, young people and vulnerable adults, and expect all staff and volunteers to share this commitment.



# What are we looking for?

Northern Directions is aimed at supporting 16-24 year olds move towards or into employment, training or education by delivering a bespoke package of support.

We are seeking someone who will support in creating MI systems to securely and accurately record participant information. You will be a key element in checking compliance and collation of information needed for programme claims. Creating reports to support delivery staff with caseload management and also bespoke reports as needed by manager to support in showcasing programme successes and partnership working. You will liaise with other teams and using own initiative to develop the programme's data capturing methods and allow more detailed reports to be produced.

You will have a passion to succeed and a vocation for new ways of working that will ultimately improve overall performance and service delivery. You will demonstrate a willingness to support and help others whilst having compassion, empathy, and understanding with contacts

Like us, you will love North East England and want it to thrive. You will be keen to learn and work as part of a team, and be enthusiastic for charity initiatives and the role of benefiting communities.



## What difference will you make in the role?

- Instrumental in recording and monitoring the performance, quality and compliance on the Northern Directions programme.
- Work with the funders, Stakeholders, support organisations and wider community.
- Produce regular reports and ad hoc ones to support with delivery.
- Work closely with Project Manager to develop MI systems, paperwork and claim collation.
- Maintain and organise workload to ensure effective prioritisation and delivery of objectives.
- Demonstrate effective time management – working towards deadlines set by funders and Groundwork.
- Understand the Programme key performance indicators for results, outputs and outcomes.



# Who you will be working for and with?

Groundwork is an organisation where everyone works together, works hard and takes collective responsibility and strives to make a difference to our local communities.

You will report to our Project Manager and work as part of our Youth Employment & Skills team supporting local people into employment, education or training. Groundwork deliver a comprehensive customer journey to participants supporting with barriers into work and education/training – delivering activities and bespoke route ways into employment.

Internally you will work with Youth Workers, Marketing Officers, Finance and Tutors. Externally you will work with funders, local support service providers (ie: organisations that support with homelessness – addiction – benefits), recruitment agencies and job centres

This is an organisation where everyone works together, gives their all, takes collective responsibility and strives to make Groundwork and County Durham better.



## What will your duties and responsibilities be?

- Develop sound understanding of all programme funding guidelines and contractual compliance
- Weekly collation of contract activity for each delivery member of staff and contract
- Update and maintain an internal customer information database
- Develop professional and working relationships with key staff within the Prime funders organisation relation to MI and Quality & Compliance
- Assist in audit function for MI and administration systems/documentations assisting as required in preparation for external audits, due diligence and inspections
- Create operational performance and activity reports
- Maintain and improve effective MI systems
- Collate, interpret and plan actions based on available MI and data
- Promote and develop strong internal working relationships to support ROAD programme development
- Liaise with all partners to gather appropriate information, check MI accuracy, updating relevant databases and trackers
- Use initiative to maintain and improve robust admin systems and procedures



# What skills and experience do you need to apply?



- Good standard of education to GCSE equivalent, particularly in English and Mathematics
- Excellent IT Skills with the ability to use a range of digital media to support programme management and engagement, including ability to professionally operate meetings via online platforms (eg Microsoft Teams, Zoom, etc.)
- MI & Data - collate, interpret and plan actions based on available MI and data
- Experience of providing an administration service in a business environment
- Experience of managing a varied workload of administrative and financial tasks
- Proficient experience of using software packages in particular Microsoft Word, PowerPoint, Sway, Forms and in particular Excel Experience in produce a range of documents including reports using various MS packages
- Excellent organisational skills to enable the provision of an effective and efficient administration service
- Ability to achieve targets and deadlines whilst still maintaining quality
- Ability to maintain confidentiality at all times
- Ability to achieve targets and deadlines whilst still maintaining quality
- Ability to be flexible in working patterns

***Appointment to this post is subject to an enhanced disclosure endorsed by the Disclosure and Barring Service.***

## It would be good, but not essential, if you also have:

- Experience of quality, compliance and continuous improvement processes
- Business Administration or finance management related qualification to NVQ Level II
- Full driving licence



## What will we offer you...

- Competitive salary, currently £20,776 - £23,397 per annum, pro rata
- 21 hours working week
- Excellent holiday entitlement of 25 days, rising to 27 days per annum plus public holidays
- Family friendly policies to support work/life balance and time off in lieu for out of hours work
- Business travel expenses
- Better health at work activities
- Access to a Cycle To Work Scheme
- A commitment to equality, diversity and inclusion which ensures everyone can make best use of their skills, free from discrimination or harassment
- Staff life insurance scheme
- Friendly, team environment where we support each other to achieve



# Want to Apply?



Great, all you need to do is complete the application pack available on our website, located here:

<https://www.groundwork.org.uk/about-groundwork/careers-across-groundwork/>

**All completed applications should be sent to:**

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