

GROUNDWORK

CHANGING PLACES
CHANGING LIVES



JOB DESCRIPTION

JOB TITLE:	Quality and Management Information Officer
REPORTS TO:	Project Manager
RESPONSIBLE FOR:	No direct reportees
SALARY:	Level 1 £20,776 - £23,397 per annum

JOB SUMMARY

Working as a key member of the Employment Team you will support the delivery of a prestigious new employment contract. The Post holder will support the implementation and maintenance of the management systems across our operational areas – Cumbria.

You will support a team of Employment Advisers and the Project Manager in ensuring that information is accurate and meets strict rules and deadlines. The post holder will be integral to maintaining systems and ensuring that processes and contractual guidance is adhered to. The post holder will support the Project Manager and wider delivery teams and will be responsible for updating and processing information, collating accurate data and summarising this in reports as well as supporting the wider team achieve its objectives. You will engage with customers via telephone, and in writing, supporting the wider team to achieve its objectives

You will work in a friendly, busy employment team environment to ensure programme performance targets are consistently achieved to meet requirements of the allocated contract.

Responsible for a range of administrative and financial tasks including undertakings preparer checks relating to payments, invoices, petty cash, etc. A high level of accuracy is vital.

KEY TASKS

Key Area:

- Develop sound understanding of all programme funding guidelines and contractual compliance to manage effective claim processing and submissions deadlines
- Collection of documentation, identify and ensure errors are rectified and making ultimate decision that this is compliant prior to submission
- Update internal and external systems and databases to ensure robust data is available and utilised.
- Maintain and monitor security of all customer data both on and off site
- Create, update and maintain a bespoke MI system which will be utilised to manage current and historical data
- Weekly collation of contract activity, supporting Employment Advisers with forecasting and creating of MI/Data reports.
- Organise, update and manage a comprehensive archiving process in line with contractual requirements.
- Develop professional and working relationships with key staff within a range of stakeholders, including Jobcentre Plus.
- Liaise with Prime Funders on invoicing for timely payments to ensure income is reported and managed in line with internal Finance processes.
- Support Project manager to collate data which is used to inform SAR/QIP and other relevant quality reports
- 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 the Employment Team
- 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 Project Manager and Advisers 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.
- Travel between our locations across in Cumbria may be required, a driving licence would be advantageous
- Any other duties commensurate with the level of the post.