



Candidate Pack

Quality & Management Information Officer

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?

We are looking for a highly organised, enthusiastic individual to join our Restart programme within the role of MI & Data Officer. In this pivotal role, you will be supporting a team of Employment Advisers & The Project Manager to successfully deliver the Restart programme. You will be instrumental in checking data, supporting the achievement of quality & compliance targets, validating and submitting claims to our Prime Funder, as well as reconciling payments, working closely with our Finance Team.



Restart promotes a great importance to social, environmental and financial sustainability. It is therefore the responsibility of all members of staff working on the programme to ensure resources are used efficiently with minimum wastage throughout their daily activities.

We are therefore seeking someone with a proven record of accomplishment in supporting staff and delivery on welfare to work or community engagement programmes. You will have excellent negotiation and communication skills whilst being innovative and autonomous in your delivery. You will be able to demonstrate experience of adapting delivery to dramatic changes and ability to support staff and a programme using Microsoft Teams and other platforms.

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?

- Along with all Groundwork employees you will be committed to our purpose, values and mission.
- Meet agreed performance targets
- Present a professional image of Restart at all times
- Support participants to access resources and services to increase their employability to help them achieve their goals
- Work with Stakeholders and Employers to promote Restart
- Integrate, share knowledge and spread best practice with other Employment Advisors, staff and partners with the Restart programme
- Maintain participant confidentiality at all time
- Be prepared to work creatively and flexibly, which may occasionally include evening and weekend work
- Work as part of a team, attend team meetings and participate in staff training and development



Who you will be working for and with?



You will report to our Project Manager who is responsible for the Management of a Team of Employment Advisors, and MI/Data/Quality and administrative staff.

You will work with other Employment Advisors, local delivery teams across a range of specialisms; local communities, education, health and wellbeing, energy and waste reduction environmental enhancement and landscape improvement.

Groundwork is an organisation where everyone works together, works hard and takes collective responsibility and strives to make a difference to our local communities. As part of our Restart Programme, Employment & Skills team your role to supporting growth and sustainability of our business is key.



What will your duties and responsibilities be?

- 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 Advisors 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.

What skills and experience do you need to apply?



- Good standard of education to GCSE equivalent, particularly in English and Mathematics
- Sound understanding of all programme funding guidelines and contractual compliance to manage effective claim processing and submissions deadlines
- Experience of managing a varied workload of administrative and financial tasks prioritising to meet target deadlines
- Experience in produce a range of documents including reports using various MS packages
- Experience of dealing with external clients, Partners, contractors and suppliers
- Excellent organisational and time management skills with the ability to manage multiple priorities effectively, handle conflicting demands and meet tight deadlines.
- 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 (e.g. Microsoft Teams, Zoom, etc.)
- Effective verbal, written and presentation communications skills; capable of constructing and delivering clear information, ideas and concepts concisely and accurately to a diverse audience
- Flexible and positive approach to work.
- Full driving licence

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:

- Knowledge of the area and local voluntary and employment sector support services
- Business Administration or finance management related qualification to NVQ Level II

What will we offer you...

- Competitive salary, currently £20,776 - £23,397 per annum, pro rata
- 37 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:

(In current circumstances, can we ask that you please return applications via email if possible)

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