

# GROUNDWORK

CHANGING PLACES  
CHANGING LIVES



## JOB DESCRIPTION

<b>JOB TITLE:</b>	Choices Quality & MI Officer
<b>REPORTS TO:</b>	Choices Project Manager
<b>SALARY:</b>	Level 1: £20,776 - £23,397 per annum
<b>HOURS OF WORK:</b>	Full Time, 37 hours per week
<b>LOCATION:</b>	Workington, Cumbria
<b>DURATION:</b>	Fixed term until June 2023

### JOB SUMMARY

Choices is an exciting employment Programme in West Cumbria jointly funded by the European Social Fund and the National Lottery Community Fund. Working in Partnership with 5 voluntary and community sector delivery Partners who are specialists in employment, financial and digital inclusion, Health and Wellbeing and volunteering. Choices supports unemployed or economically inactive people progress towards or into employment or training.

The Post holder will support the maintenance of the management systems across the Choices programme, ensuring that information is accurate and meets strict funding rules and deadlines. The post holder will be integral to maintaining systems for the programme, including the archiving system and will 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 colleagues via telephone, in person and in writing, supporting the wider team to achieve its objectives

You will work solely on the Choices 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
- Collation of contract activity for each delivery member of staff and contract, reporting to Project Manager for accurate forecasting
- Issue deadlines to delivery staff & partner managers to meet programme requirements
- Update and maintain an internal customer information database & archiving 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 partners to meet deadlines whilst maintaining accuracy and quality
- Support the Partnership Management Team with the submission and auditing of programme's 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 Key Workers 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
- 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 Choices 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 Choices 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
- Maintain effective relationships with colleagues, Partners and suppliers
- Under direction of the line manager to create new MI database as required
- Issuing correspondence to partners 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.