



Candidate Pack

MI & Claims Officer (NCS)

www.groundwork.org.uk



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@GWKNE



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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?

The National Citizenship Service Programme supports the Groundwork's strategic and operational commitments by providing opportunities for young people to take part in activities that encourage and improve social mix, and its contribution to the Trust's Youth Programme by improving the likelihood of the engagement of young people in social action.



We are seeking someone who will support in the planning and delivery of the programme whilst creating management information 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. Using IT skills they will support staff in MI and paperwork training and attending internal and external meetings using TEAMS. Liaising 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 NCS 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 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 and Finance. 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
- Maintain financial data for income and expenditure for all projects on a month basis and report on budget anomalies
- Create operational performance and activity reports
- Responsible for maintaining and replenishing resources for delivery staff
- Collate, interpret and plan actions based on available MI and data
- Organise, update and support the Project Manager to manage a comprehensive archiving process in line with Prime funders' requirements.
- Quality assurance checks of Health & Safety Vetting paperwork for employer-led delivery



What skills and experience do you need to apply?



- Good standard of education to GCSE equivalent, particularly in English and Mathematics
- MI & Data - collate, interpret and plan actions based on available MI and data
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- Experience of managing a varied workload of administrative and financial tasks
- Experience of providing an administration service in a business environment
- Proficient experience of using software packages in particular Microsoft Word, PowerPoint, Sway, Forms and in particular Excel
- Experience of the effective use of the internet and e-mail and social media
- Excellent organisational and time management skills
- Ability to achieve targets and deadlines whilst still maintaining quality
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- 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:

- A recognised training qualification to support delivery to staff
- Experience of quality, compliance and continuous improvement processes
- Specialist knowledge of challenges faced by one or more of the following groups: people with health conditions, BME, substance misuse, homelessness, offending.



What will we offer you...

- Competitive salary, currently £17,732 - £19,969 per annum
- 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:

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