

GROUNDWORK

CHANGING PLACES
CHANGING LIVES



JOB TITLE: MI & Claims Officer

Factor	Criteria No	Criteria	Ranking	Criteria to be tested by... mark as appropriate)					
			(Essential/ Desirable)	Application Form	Interview	Presentation	Practical Exercise	Work Simulated Test	Certificate
General	1	Good standard of education to GCSE equivalent, particularly in English and mathematics	E	X					X
	2	Business Administration or finance management related qualification to NVQ Level II	D	X	X				X
Experience	1	MI & Data - collate, interpret and plan actions based on available MI and data	E	X	X				
	2	Experience of managing a varied workload of administrative and financial tasks prioritising to meet target deadlines	E	X	X				
	3	Experience in produce a range of documents including reports using various MS packages	E	X	X				
	4	Experience of dealing with external clients, Partners, contractors and suppliers	E	X	X				
	5	Proficient experience of using software packages in particular Microsoft Word, PowerPoint, Sway, and in particular Excel	E	X	X				
	6	Experience of the effective use of the internet and e-mail and social media	E	X	X				
	7	Experience of planning and prioritising a busy workload from a range of Partners	E	X	X				
	1	Excellent organisational and time management skills with the ability to manage multiple priorities effectively, handle conflicting demands and meet tight deadlines.	E	X	X				

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Knowledge	2	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.)	E	X	X				
	3	Effective verbal, written and presentation communications skills; capable of constructing and delivering clear information, ideas and concepts concisely and accurately to a diverse audience	E	X	X				
Personal Skills	1	Excellent organisational skills to enable the provision of an effective and efficient administration service	E	X	X				
	2	Good communication skills (both written and verbal) to support the achievement of the organisation's objectives and to deal with people at all levels	E	X	X				
	3	Ability to maintain confidentiality as required	E	X	X				
	4	Ability to work on own initiative, taking responsibility for task delivery to time and within budget, only referring matters upwards as necessary	E	X	X				
	5	Ability to work as part of a team	E	X	X				
	6	Ability to achieve targets and deadlines whilst still maintaining quality	E	X	X				
Additional Requirements	1	Prepared to undertake occasional work out of hours	E		X				
	2	A commitment to Equal Opportunities and Diversity in all work practices	E	X	X				
	3	Full Driving Licence	D	X					
	4	An appreciation and commitment to Health and Safety issues in the workplace	E	X	X				