



This post, as part of the Making a Difference North East project, is part funded by the European Structural and Investment Funds 2014 – 2020 and all activity must comply with contractual regulations.

Job Description

Job title:	Compliance and Contract Coordinator
Group:	Careers and Employability
Service:	ESF Making a Difference North East
Reports to:	Contract Manager
Usual office base:	Regional office
Grade:	Careers Grade 7

Job purpose:

To conduct detailed contract compliance checks and reviews that ensure funding claims are fully accurate.

To carry out a broad range of regular and ad-hoc administrative services and tasks for and with managers, colleagues, customers and contract clients.

Job objectives:

1. Carry out evidence checks to ensure funding claims are fully compliant in line with contract requirements, ensuring:
 - accurate and timely feedback/reports are provided to managers and colleagues.
 - Proactively finding timely resolution to any identified compliance issues.
 - all compliance and administrative procedures and guidance are followed, adhering to reporting deadlines.
 - monthly claims are prepared in readiness for checking and authorisation by team Manager.
 - support is provided to, and best practice shared with, other compliance and administration colleagues across Careers.
 - prepare communications to the team, to relay instructions and guidance relating to compliance with details and timescales for completion.
2. Support Business Improvement team colleagues in internal audits and quality checks and ensuring the successful implementation of identified areas for improvement. Maintain robust, secure filing systems to ensure efficient retrieval of paperwork, data and evidence to support internal and external audits.
3. Interrogate data and MI to produce comprehensive statistical data and reports for staff and managers to assist them in effective performance management and the production of reports and presentations.

4. Contribute to the induction of new staff (for example in the areas of office procedures, contract compliance) and coach and support Office Assistant/Apprentice where applicable, delegating and managing their workload.
5. Organise and attend internal and external events, liaising with stakeholders and partners to increase the service awareness and business development. Attend team, area and other business meetings and events when required: producing and disseminating accurate and concise meeting minutes, with clear notes and actions.
6. Maintain staff diaries and operational delivery schedules to ensure suitable cover for absent colleagues/re-arranging appointments for customers as appropriate.
7. Provide support to colleagues to track the progress and outcomes of customers to maximise income opportunities. This may include, for example, telephone, email, text and post.
8. Support and contribute to the team's social media accounts, promoting our services, in line with branding/funder guidelines.
9. Be responsible for adhering to both local and the Corporate Safeguarding policy and procedures aimed at promoting and safeguarding the welfare of children and at-risk adults and attend mandatory child protection and/or adult protection safeguarding and prevent training

Scope:

Staff will be expected to liaise with and maintain effective working relationships with representatives from partner agencies. The post may involve some travel. It may be necessary, on occasion, to work outside standard office hours.

Person specification:

Knowledge

Essential:

- Educated to minimum GCSE 'C'/Level 2/equivalent in maths and English.
- An understanding of and commitment to confidentiality and data security.

Desirable:

- Level 3 qualification in administration/business/finance or equivalent experience.
- Understanding of the skills and employability agenda specifically including the roles of the Local Enterprise Partnerships, sector bodies and other employer representative bodies.

Experience

Essential:

- Working within a busy team, building and maintaining effective relationships.
- Compliance checking, accuracy checking or auditing for the purpose of submitting accurate funding claims.
- Managing multiple tasks and working to deadlines.

Desirable:

- Delivering induction, training or CPD to new staff or existing colleagues.
- Experience of working within the careers advice, employability or learning and skills sectors.
- Experience in the use of social media for professional purposes.

Skills

Essential:

- Effective communication skills including written and verbal and can relate to a wide range of people and organisations.
- Work collaboratively as part of a team.
- Excellent organisational and prioritisation skills to include time management of own work;
- Ability to meet deadlines and achieve targets and implement contingency plans where necessary.
- Excellent IT skills including all Microsoft Office software.
- Apply a flexible approach to work activities including travel as required to meet business objectives.
- Display an open mind and positive attitude to work and colleagues.

Key Competencies for the role:

Our Values	Key Competency 1	Key Competency 2
Excellence - Creating and Leading Success	Is highly motivated and keen to develop others and the business area in which they are working	Seeks opportunities to try out and recommend improvements. Initiates ideas and action in the business
Integrity - Supporting and Building Trust	Is open and inviting of the views of others and responds effectively, despite pressure to ignore, revert or concede	Applies personal values to address difficult situations in the appropriate manner and is viewed as a trustworthy and truthful individual
Accountability - Delivering and Improving	Understands that all actions have a cost and chooses the most	Focuses on how best to deliver results. Actively looks



	effective way to do something in a resource efficient way	for ways of simplifying procedures or systems
Collaboration - Engaging and Partnering	Provides advice and feedback to support others to make accurate decisions	Influences colleagues effectively to ensure success working relationships and outcomes

Education Development Trust are committed to safeguarding and promoting the welfare of children and service users. Applicants must be willing to undergo background checks appropriate to the post, including checks with previous employers and the Disclosure and Barring Service as required.

Job Family: **Administration**