

Job Title: Claims & Quality Manager

Reports To: Regional Manager

Salary: £26,000

Location: Birmingham

Who are we?

Shaw Trust is a progressive charity on an exciting journey to help five times more people over the next five years. For over 30 years we have supported disabled and disadvantaged people to make positive changes to their lives through training and employment, and our ambitious plans need the right people to help us transform many more lives, in many more ways.

What we do is exciting, fulfilling and diverse and it's about to get even better. As well as employment services, we work with kids in schools, help offenders in prisons, and empower people to take part in activities that many of us would take for granted.

Working with us gives you far more benefits than a standard package; it gives you the chance to help turn someone's life around.

What we need?

We need a Claims & Quality Manager to work alongside the Regional Manager to support the delivery of Thrive into Work.

The aim of the service overall is to contribute to the Shaw Trust vision of a society in which everyone has the opportunity for employment, inclusion and independence.

To stand-out you need to champion and embrace change, balance the empathy of a charitable heart with a commercial edge, and be willing to learn and collaborate with others. Your eye for detail and rigorous approach to quality will be crucial in ensuring that Thrive into Work offers the very best support to its service users and that we successfully implement each element of the Individual Placement and Support (IPS) model.

- Primary focus on delivering the required improvements to operational delivery processes and systems in order to ensure full compliance with the Trust's contractual obligations.
- Secondary focus on optimising the collection and dissemination of management information and service delivery across the organisation.

Are you right for the job?

- Do you have experience of helping turn around the lives of people through training and/or employment?
- Do you thrive in an environment that encourages you to find new ways to help people?
- Do you have a strong track record of achieving targets?

- Do you motivate people, work well in a team and stay focused under pressure?

Job Description

- Collect, collate and disseminate management information for use in the delivery of Thrive into Work
- Produce high level, accurate analyses and reports of financial and management information for company and external use
- In partnership with the Regional Manager develop and implement quality processes for use on the Thrive into Work contract
- Manage the maintenance, audit and quality assurance of management information and individual customer records
- Review and report on the presence of essential documentation for the delivery of the contract
- Review IPS Fidelity Reports and formulate a continuous improvement plan for each delivery team, ensuring these are reviewed and updated quarterly
- Conduct evidence-based quality checks (e.g. observations, file checks) as and when required
- Responsible for the Management and reporting of Petty Cash
- Maintain instructions, guidelines and procedures for staff and partners including SOP, Customer Journey and Handbook
- Regularly monitor and review the validity and use of management information to ensure data held meets all operational, quality and contractual requirements.
- Support all delivery teams to maximise performance by using the CRM and MI systems effectively through training, MI analysis and feedback
- Work with Regional Manager to improve and develop MI and reporting systems over the duration of the contracts
- Overseeing timeliness and quality of data inputting, supporting the Regional Manager to meet claim deadlines
- Point of contact for service user enquires
- Receive and process all referrals to the contract
- Staff management in relation to the post
- Register and train new staff on the CRM System

Personal Specification

- Excellent IT skills including high level Excel, importing and exporting of data
- Excellent organisational skills
- High level of written communication and numeracy skills
- Experience in using reporting/MI systems
- Experience with document and quality control
- Able to communicate effectively with colleagues and external organisations
- Flexible and adaptable approach to work role
- Able to meet deadlines and objectives while managing conflicting demands
- Educated to degree level or equivalent experience
- Able to work effectively in a team to support team members
- A commitment to and understanding of equality and diversity

This job description is intended to provide a broad outline of the main duties and responsibilities only. The post holder will need to be flexible in developing the role in conjunction with the line manager. The post holder may be asked to carry out any other delegated duty or task that is in line with their post.