

**Job:** Claims and Compliance Administrator (Find Your Future)

**Reports to:** Claims and Compliance Manager

**Location:** West Midlands

**Purpose:**

Find Your Future European Social Fund (ESF) Project will equip unemployed and economically inactive adults with the skills and support they need to take full advantage of training, volunteering and employment opportunities created before, during and after the Commonwealth Games (CWG).

Reporting to the Claims and Compliance Manager, the Claims and Compliance Administrator for Find Your Future (ESF) will be responsible for assisting with the administration of the claims, compliance and audit activities of the West Midlands Combined Authority (WMCA)/ESF contract across Birmingham, Solihull and the Black Country.

**Main Duties and Responsibilities**

1. Ensure effective and timely compilation, monitoring and recording of ESF Find Your Future project data and documentation to meet contractual requirements
2. Co-ordination of the internal administration and data management system, ensuring accurate inputting and recording
3. In conjunction with the Claims and Compliance Manager, assist in the compilation of the quarterly ESF claims, preparing and collating associated evidence
4. Arrange and record actions of the weekly internal contract performance reviews and monthly financial review meetings. Ensure actions are followed up.
5. Assist the Claims and Compliance Manager in the compilation of management information and reports for senior managers as requested.
6. Assist on the eligibility checks for all participants to meet funders guidelines, ensure they are recorded accurately and the relevant evidence is filed appropriately
7. Assist in the gathering of internal documents and data for audit purposes and provide support with audit visits where necessary.
8. Engage with local organisations to promote the work of the project and assist with organising and promoting local outreach events
9. To support the Regional Manager to keep the ESF Operational Handbook and Participant Journey up to date
10. To participate in training and undertake appropriate learning and development as required by the role.

**Other**

1. To undertake any further training as identified in the Shaw Trust Group review procedures.
2. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.
3. Employees must comply with the provisions of 'The Health and Safety at Work Act 1974' and must take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts of omissions whilst at work. Employees are also required to cooperate with their employer to enable them to perform or comply with any statutory provisions. The Trust's efforts to promote a safe and healthy working environment can only succeed with the full cooperation of its employees.
4. To understand, comply with and promote Shaw Trust's safeguarding policy and procedures. It is the responsibility of all employees to make the working environment safe and secure for all. Everyone must adhere to the 5 Rs in relation to possible abuse: Recognition, Response, Reporting, Recording and Referral. The Trust can only ensure its dedication to the protection of vulnerable people with the full cooperation of its employees.
5. The Trust has an Equality and Diversity Policy and it is the responsibility of all staff to comply with this. The key responsibilities for staff under this Policy are set out in the Trust Code of Conduct.
6. To maintain the confidentiality about clients, staff and other Trust business. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty. The post holder must meet the requirements of the Data Protection Act at all times.
7. Be aware of, promote and implement Shaw Trust's Quality, Compliance and Information Security Management Systems.
8. To report to line manager, or other appropriate person, in the event of awareness of bad practice.
9. Recycle and manage energy within your environment.

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.

**Person Specification**

**Job Title: Claims and Compliance Administrator (Find your Future)**

(E = Essential D = Desirable)

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| <p><b>Technical competency (qualifications and training)</b></p> <ul style="list-style-type: none"> <li>• At least 5 GCSEs passes including English and Maths (A*-C/Level 4-9 GCSE) or equivalent (E)</li> <li>• ICT Skills to include Microsoft Word and Intermediate Excel (E)</li> <li>• Working towards Business Administration Level 3 (or equivalent) (D)</li> </ul>   |
| <p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Proven experience in a previous administration role (E)</li> <li>• Experience of working in the employability/education and skills sector and delivering to specified targets, quality standards and compliance measures.(E)</li> <li>• Ability to undertake tasks on own initiative, operating administrative procedures and systems effectively. (E)</li> <li>• Experience of recording and processing data using secure databases and platforms. (E)</li> <li>• Experience and understanding of European Social Fund or other government funded contracts/grants (D)</li> </ul>   |
| <p><b>Skills and Attributes</b></p> <ul style="list-style-type: none"> <li>• Ability to enter data accurately and analyse data, systems and processes and identify effective and efficient solutions to any problems encountered. (E)</li> <li>• High quality written and numerical skills with excellent attention to detail (E)</li> <li>• An ability to work under pressure and to tight deadlines. (E)</li> <li>• Excellent time management and the ability to prioritise a workload. (E)</li> <li>• Excellent organisational skills (E)</li> <li>• Good working knowledge of computer software packages particularly those in the Microsoft Suite i.e. Word, Excel, Powerpoint and Outlook. (E)</li> <li>• Excellent administration skills and an ability to produce accurate reports. (E)</li> <li>• Understanding of ESF compliance and audit requirements especially within the education and skills sector (D)</li> <li>• Understanding of data protection and information security. (D)</li> </ul> |
| <p><b>Personal qualities, communicating and relating to others</b></p> <ul style="list-style-type: none"> <li>• Self-motivated, enthusiastic and energetic with the ability to work both independently and collaboratively with remotely based teams (E)</li> <li>• Ability to work on own initiative and as part of a team (E)</li> <li>• A commitment to providing excellent customer service (E)</li> </ul>   |



- Flexible & Adaptable (E)
- Accurate & Quality focused (E)
- Willingness to travel to delivery sites (E)
- Ability to understand different ways of working /processes and the curiosity to challenge and improve ways of working (D)

**Safeguarding**

- Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults. (E)
- This post requires a Disclosure and Barring Service check at basic level. (E)