

**Job:** Learning & Skills Claims Database Officer

**Reports to:** Group Head of Management Information & Business Intelligence

**Salary Range:** £30,597 to £35,748 per annum

**Location:** Home based with UK wide travel

**Purpose:**

To be responsible for all Learning and Skills claims across the Shaw Trust maintaining the operational database. Working within the Operations Support Service to continuously improve operational processes to improve efficiency of the claims process To be responsible for enhancing the operational users experience.

**Main Duties and Responsibilities**

1. To be responsible for all the learning and skills claims
2. To lead on the continuous improvement of operational processes , working closely with quality and finance staff to ensure there are effective systems and processes in place for operational management and drawdown of funding. In addition, working with operational colleagues to ensure optimum effectiveness of the claims process.
3. To manage the ESFA batch submission process in line with the Submission Timetable published by the ESFA .
4. Ensuring the accuracy of ESFA and ESF funding claim uploads including data error checking and reporting. Liaise with the Learning and Skills Claims Team to ensure submission errors are corrected
5. Manage the FRM reporting and DSAT Processes
6. Ensure that DSAT queries are resolved
7. Address any FRM report queries and ensure issues are resolved.
8. Ensure all relevant data systems are up to date
9. Manage the creation/archiving users, system process, forms , reports etc to ensure effective use of the database systems.
10. To be responsible for supporting with audits of Skills Claims and providing reports for any inspection regime.

11. To support the operational teams with interpretation of reports from the MI reporting systems.
12. To be responsible for financial data checks and reporting of performance to contract across prime and SCP contracts as required
13. To be responsible for all forms of data assurance including database checks including ESF queries, statistical reporting, Data Service error reports, upload of data and financial reconciliation reporting

## 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 or 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: Learning & Skills Claims and Database Officer

(E = Essential D = Desirable)

<b>Technical competency (qualifications and training)</b> <ul style="list-style-type: none"> <li>• DSAT/FRM Report Analysis (E)</li> <li>• PICS Database management including batch submissions (E)</li> <li>• A relevant qualification that supports Data Analysis in Mathematics, Economics, Computer Science, Information Management or Statistics or able to demonstrate equivalent experience (E)</li> </ul>
<b>Experience, Knowledge and Skills</b> <ul style="list-style-type: none"> <li>• PICS knowledge / learner journey tracking system knowledge essential. (E)</li> <li>• Risk Management knowledge essential. (E)</li> <li>• Demonstrable success in delivering to key performance indicators and significant experience of working to targets (E)</li> <li>• Experience of implementing system improvements (E)</li> <li>• Strong customer focus and capability of interpreting management information. (E)</li> <li>• Strong knowledge of the DSAT reporting suite along with the FRM reports (E)</li> <li>• An in depth understanding of European Social Fund (ESF) and Education and Skills Funding Agency contractual and funding requirements expected by commissioners. (E)</li> </ul>
<b>Skills and Attributes</b> <ul style="list-style-type: none"> <li>• Ability to work flexibly to cope with the varying demands of the role and achieve desired results. (E)</li> <li>• High quality written and verbal English skills (E)</li> <li>• Strong report writing skills (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 IT skills – to present data via Word, Excel, PowerPoint and PDF. (E)</li> <li>• Excellent organisational skills demonstrating ability to produce work to high quality standards. (E)</li> <li>• Highly numerate, the job requires extensive manipulation and interpretation of statistical information (E)</li> </ul>
<b>Personal qualities, communicating and relating to others</b> <ul style="list-style-type: none"> <li>• Positive attitude to equality and inclusion within employment. (E)</li> <li>• Ability to work on own initiative and within a team. (E)</li> </ul>

- Flexible, adaptable and innovative. **(E)**
- Excellent interpersonal, communication and presentation skills demonstrating the ability to convey complex messages clearly. **(E)**
- Positive collegiate attitude to supporting others across the Group **(E)**

**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 Basic Disclosure and Barring Service check. **(E)**