



JOB DESCRIPTION

JOB TITLE: MTG Compliance Administrator Officer	SALARY: £21,000 FTE
ACCOUNTABLE TO: MtG Programme Lead	HOURS: Up to 37.5 hours per week (flexible working and job share will be considered)
LOCATION: Community Action Suffolk, Brightspace, Ipswich	TERM: Fixed to 31 st May 2023

JOB PURPOSE

- Minding the Gap is an employability project for 16-24 year olds in Suffolk, it forms part of the Building Better Opportunities (BBO) programme, funded by the European Social Fund and the National Lottery Community Fund. The project supports those that are facing significant challenges/barriers to accessing employment and are currently/or at risk of social isolation.
- Community Action Suffolk is the lead partner organisation for the project and is coordinating a partnership of delivery organisations, along with providing support and guidance to other key stakeholders across Suffolk.
- As the Compliance Admin Officer you will support the successful delivery of the project through proactive monitoring, compliance assessment and quality assurance of all project documentation. Ensuring at all time that the project adheres to the stringent European Social Fund and the National Lottery Community Fund guidelines..
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- The Compliance Admin Officer will work solely on the BBO MtG project, as part of the Lead Partner team. The postholder will be expected to work independently, as part of the wider team, and across the project partnership. You will be a key point of contact for internal staff and across the project partnership organisations.
- The successful candidate will be an ambassador for CAS supporting and promoting CAS's diverse range of products and services and will be a positive and flexible member of a high performing, innovative and enterprising Partnerships & External Relationships Team and the wider CAS team.

MAIN DUTIES AND RESPONSIBILITIES

MtG Monitoring and Compliance Officer

To work independently and with the MtG Lead Partner Team ensuring aims and objectives are met and deadlines are achieved

- Support the successful delivery of the project through proactive monitoring, assessment of information and quality assurance. Identifying errors and offering suggestion for improvements
- Able of understand and monitor sometimes complex processes for compliance / quality assurance and data analysis
- Attention to detail which can be successfully demonstrated in the ability to proof read documents and identify data discrepancies
- To be able to understand, interpret and follow established project guidelines and processes
- Ability to recognise and resolve anomalies / errors, escalating where appropriate
- To support the collation of evidence documentation requested as part of the National Lottery Community fund, 125 or 127 audits. Present documents and findings to Project Officers for review and inclusion within the full audit trail documents.
- To be mindful of the confidential nature of all the information handled
- To review and coordinate the archiving of project paperwork to ensure full compliance and ease of access when required for external audit
- Contribute to creating an environment of continuous improvement and incorporate learnings from best practice
- Positively represent the organisation while communicating with internal and external Delivery partners on the finding of evidence provided and supervise the required improvements to be made in order to meet contractual requirements
- Able to identify work priorities and adhere to deadlines for processing documentation.
- Maintain electronic and paper-based filing systems as required.
- Organise a range of meetings/events as requested, booking venues and facilities, liaising with stakeholders, producing documents, minute taking.
- Self motivated, excellent organisational and time management skills
- To undertake such other duties as may reasonably lie within the scope of this post to ensure the effective delivery of the MtG project.
- Use a variety of software packages, such as Microsoft Word, Outlook, PowerPoint, Excel, Access, etc., to produce correspondence, documents and maintain presentations, records, spreadsheets and databases.

To be a point of contact for the BBO project partners, CAS staff and external enquiries

- To co-ordinate initial enquiries, signposting callers and working with the team to ensure these are followed up effectively, efficiently and professionally
- To manage referrals received directly to Community Action Suffolk, ensuring these are distributed to partners efficiently and in a timely manner
- Redirecting or responding appropriately to other correspondence and telephone calls
- To recommend action to address callers enquiries and resolve issues as appropriate.

To be an ambassador for CAS supporting and promoting CAS’s diverse range of products and services

- To promote equality of opportunity and recognition of diversity in all aspects of work
- Develop and maintain an expert working knowledge about the diverse range of CAS’s products and services and seek to raise awareness and promote these locally and wherever possible
- Be a first point of contact to share knowledge about who to turn to for support in CAS
- To work with the wider CAS team to raise awareness of CAS’s community services offer so they can promote CAS’s diverse range of community development projects to their stakeholder groups
- Contribute to the development of local and county wide marketing and communication strategies and plans and work with CAS’s marketing team to promote CAS’s community development offer both internally and externally
- Generate a range of content for both internal and external marketing resources such as newsletters, e-bulletins, posters, flyers and postcards etc.
- Actively promote the benefits of CAS membership

To be a positive and flexible member of a high performing, innovative and enterprising Partnerships & External Relationships Team and the wider CAS team

- To work collaboratively with colleagues to find solutions to issues as they arise
- To take responsibility for a range of activities as specified by Head of Partnerships and External Relationships if applicable

PERSON SPECIFICATION

<p>Qualifications</p>	<ul style="list-style-type: none"> • Educated to GCSE level or equivalent in English and mathematics (Level 2 Literacy and Numeracy) • Good level of ICT proficiency using MS office (in particular Excel & Word) • Experience of using databases (certificated training is desirable) <p>Desirable:</p> <ul style="list-style-type: none"> • Use of CRM software
<p>Knowledge, Experience and Skill</p>	<p>Essential:</p> <ul style="list-style-type: none"> • Experience of providing administration for monitoring and reporting • Excellent written and verbal communication skills with a customer focussed approach • Time management, organisational and planning skills including the ability to work to tight deadlines • The ability to use your own initiative to problem solve • The ability to develop and maintain good working relationships with internal and external teams/personnel • The ability to maintain confidentiality and discretion at all times

	<p>Desirable:</p> <ul style="list-style-type: none"> • Experience of financial administration for EU funding and/or other large grants • Good knowledge of the geography of Suffolk
<p>Attributes</p>	<ul style="list-style-type: none"> • Personal commitment to CAS and its values • Excellent team player with a positive attitude to change • High levels of flexibility and can-do attitude • Occasional travel may be required around the county so an ability to travel within Suffolk is necessary