

## Job Description

<b>Job title:</b>	Programme Administrator
<b>Salary Band:</b>	Band A (Central Support Services and Managerial)
<b>Accountable to:</b>	Programme Manager
<b>Purpose of role:</b>	<p>Working as a member of a dedicated Programme Team, the post holder will be responsible for reviewing historical claim submissions and audits against funders' guidance and collating additional evidence to fill any identified gaps. The post holder will also be responsible for a range of administrative tasks including meetings administration, mailbox management, maintaining electronic and paper based filing systems, scanning and any other ad hoc administration support as required by the Programme Team.</p> <p>The post holder will be required to work proactively with programme partners and staff, ensuring a high level of accuracy &amp; quality.</p> <p>The post holder will ensure that our services are provided in a way that is consistent with our values, supporting and promoting an organisational culture that values: compassion, accountability, respect, excellence, and innovation.</p>
<b>Postholder responsibilities:</b>	<p><b>Claims Support</b></p> <ul style="list-style-type: none"> <li>• Support the Claims &amp; Compliance Officer with the collection and retention of auditable evidence provided by MOTW partners, ensuring compliance with both National Lottery Community Fund and European Social Fund guidelines.</li> <li>• Develop sound understanding of the programme funding guidelines and contractual compliance to support effective claims processing and management.</li> <li>• Check and audit all historic claims documentation, identifying errors or gaps in evidence and escalating to the Programme Manager.</li> <li>• Liaise with MOTW partners to resolve errors and gaps in evidence, ensuring agreed processes are followed where appropriate.</li> <li>• Develop effective working relationships with partners across the MOTW programme.</li> <li>• Support the compilation of the quarterly claims including submission of all appropriate paperwork, accurately and within identified deadlines.</li> </ul> <p><b>Administrative Support</b></p> <ul style="list-style-type: none"> <li>• Support Internal and External audit functions to ensure compliance with audit requirements and funders guidance.</li> <li>• Organise, attend and administer a range of meetings, including preparation of agendas, updating action logs, chasing action updates and monitoring work plans.</li> </ul>

- Manage the programme's enquiries mailbox, responding to queries as appropriate or forwarding to the relevant member of programme staff, following up to ensure a response is sent.
- Maintain an effective filing system to ensure that information is retained and retrieved in accordance with funders' guidance and Data Protection procedures.
- Support the Quality & Performance Manager to undertake regular audits of partner's record keeping and put in place measures if any remedial actions are required.
- Act as a trouble-shooter, identifying issues with claims and administrative practice and process and recommending appropriate resolutions to the Quality & Performance Manager.
- Support the MOTW Programme Team with any other duties as required.

#### **Additional Requirements**

- Comply with all organisational policy, procedures and systems.
- To be aware of, and assume the appropriate level of responsibility for, safeguarding and promoting the welfare of children, young people and vulnerable adults and to report any concerns in accordance with the organisation's safeguarding policies.
- Ability to work outside normal office hours.
- Any other duties commensurate with the level of the post.

#### **Information Governance**

- Comply with information governance training as laid out in the Initial IG Induction Training and Second Stage Governance Induction Training documents which include training on information security responsibilities, encryption, home working and remote access where applicable, as well as records management and information quality responsibilities.

#### **Health, wellbeing and safety**

- Take responsibility for own health and wellbeing.
- Maintain an awareness of the organisation's staff wellbeing strategy.
- Contribute to the promotion of staff wellbeing within the organisation
- Develop and maintain a working knowledge of Health and Safety policies and procedures.
- Take all practical steps to ensure your own personal health and safety at work and the health and safety of those you work with.

#### **Equality and Diversity**

- Act in ways that support equality and value diversity.
- Help to develop and maintain an organisational culture that supports equality and diversity.

#### **Confidentiality**

- The post holder must maintain the confidentiality of information

	<p>about clients, staff and organisational business in accordance with the Data Protection Act 1998 and Caldicott principles.</p> <p><b>Other</b></p> <ul style="list-style-type: none"> <li>• Undertake any reasonable duties/responsibilities to meet the needs of the organisation.</li> </ul>
<b>Postholder requirements:</b>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Proven track record in an administrative role, with experience of meetings administration, mailbox management and maintaining electronic and paper-based filing systems</li> <li>• Experience of providing effective and efficient administrative support to a team</li> <li>• Ability to work within procedures and guidelines with a high level of accuracy</li> <li>• Strong attention to detail, and pro-active approach to resolving any identified discrepancies in information</li> <li>• Proven experience of effectively managing a varied workload and meeting deadlines</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Audit experience</li> </ul>

*This job description is not intended as an exhaustive list of duties and responsibilities of the post, but reflects the main areas involved. It will be subject to review and amendment in the light of developing service needs and all post holders are expected to undertake any reasonable duties/responsibilities to meet the needs of the organisation.*