



Job Description

Job Title BUSINESS UNIT SYSTEMS CO-ORDINATOR

Responsible to Business Unit Manager

Job Purpose

To work as part of a team to support the Business Unit with all aspects of quality assurance, compliance monitoring, finance and administration to contribute towards an efficient and quality service.

1. To maintain an up to date understanding of the participant journey and NOMS ESF requirements to enable provision of accurate QA/ Compliance support to Managers/Case Managers. This will include liaison with NOMS and strong communication with all members of ANWC.
2. Supporting the finance manager in processing a range of claim information including petty cash and funding applications.
3. Manage case transfers and allocate to Team Managers/Case Managers in line with NOMS CFO case transfer policy
4. To provide support with monitoring CFO3/business performance by populating reports/spreadsheets using accurate information and meeting monthly deadlines for production.
5. To provide direct support to Directors/Managers on a range of matters including minute taking and financial aspects, including booking venues and tickets.
6. To provide administrative support for the development of Quality Assurance processes both for CFO3 and the business
7. To provide cover for monitoring sub-contractor performance, ensuring timely submission of sub-contractor evidence to NOMS CFO.
8. To help create and support development of publicity and promotional materials, organise events and attend to support efficient delivery.
9. Direct liaison with suppliers and retention of records on staff and equipment

10. To maintain staff records including training, DBS, SYOPS etc. in a sensitive and confidential manner
11. To provide general administrative support to Managers/Directors as and when required, including cover for Business Unit Administrators when required.
12. Comply with all NOMS ESF policies including security procedures.

Principal Duties and Responsibilities

- Quality Assurance/ compliance utilising CATS+ (CATS+ is an electronic case recording system)
- To understand all aspects of the participant journey in relation to Case Manager delivery and NOMS ESF requirements.
- To provide QA support on all aspects of the participant journey, including liaison with Business Unit Manager and NOMS CFO to resolve ongoing issues.
- To quality assure all pathway evidence and submit to NOMS CFO in a timely way.
- To compile and maintain spreadsheets/reports detailing achievement status
- To support the Business Unit with administrative tasks related to general CFO3/business quality assurance and compliance mechanisms.
- Manage case transfers and allocate to Team Managers/Case Managers in line with NOMS CFO case transfer policy
- Undertake all arrangements and timetable of meetings and attend to take minutes.

Performance

- To provide support with monitoring CFO3/business performance
- Providing performance data for Directors/Managers and key stakeholders as requested.
- To extract data from CATS+ relating to NOMS CFO Data Integrity Measures and to summarise for Case Managers and Managers to support them to monitor.

Finance

- To provide support to Directors/Managers on a range of financial aspects including petty cash procedures and Discretionary Access Fund/Development Fund.
- To work with ANWC Finance Coordinator and Career Connect Finance team to process invoices (e.g. staff training, participant courses, stationery orders and office equipment) using the Proactis system.
- Process applications for citizencards, CSCS cards and similar.

Sub-contractors/Partners

- To collate sub-contractor evidence and produce monthly sub-contractor performance schedules.
- To attend contract review meetings to take minutes and provide information regarding evidence and the CATS/QA process.

- Co-ordinate and schedule meetings

Staff Training/Development

- To coordinate internal and external training events as they arise.
- To maintain training database, recording all training events attended by staff.

Corporate Duties and Responsibilities

1. Ensure efficiencies are achieved in the delivery of services across the wider Career Connect portfolio
2. Promote the safeguarding and welfare of children, young people and vulnerable adults in accordance with Career Connect Safeguarding policy and procedures.
3. Helping to maintain a safe and healthy working environment in accordance with Career Connect Health and Safety policy and procedures.
4. Respect the confidentiality of all matters in relation to employment and clients. Comply with the requirements of the Data Protection Act 1998 and other legislation with regard to the processing of any personal data.
5. Promote and maintain Career Connect policies on Equality, Dignity at Work and Code of Conduct.
6. Take responsibility for own continuous professional development, by identifying and undertaking learning and development opportunities and alerting line manager where support is needed.
7. Implement and follow Career Connect policies and procedures to promote business continuity in emergency situations.
8. Act in a risk aware rather than risk averse way. Every member of staff, from the directors through line managers to the individual employee must be aware of the nature of risk, and the agreed system of control.

This job descriptions sets out the main duties of the post at the date when it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility entailed.

Additional Duties and Responsibilities

1. To provide general administrative support to Business Unit Managers/Directors as and when required e.g. typing letters, photocopying, scanning, sending emails, preparing files
2. Book train tickets, lunches, venues and coordinate events
3. Order stationery
4. Attend and minute meetings
5. Maintain staff records and information in a sensitive and confidential way
6. Maintain a secure environment for Business data.
7. Comply with NOMS ESF data protection and security policies, including maintaining records and data compliance.
8. To provide a point of contact in the Business Unit Manager's absence in relation to general CATS/QA queries.
9. To provide cover for Business Unit Assistant as and when required.
10. Any other duties as required commensurate with the pay band



Person Spec

- a) Proven experience of using a range of ICT systems including Microsoft Excel, Word, Outlook, Databases
- b) Operationally familiar with case recording and tracking system
- c) Experience of training and coaching others in the use of systems and databases
- d) Ability to work effectively alongside area management teams
- e) Ability to build rapport with and maintain good working relationships with all colleagues and contacts
- f) Ability to organise and prioritise own workload efficiently in order to meet a range of deadlines
- g) Experience of running, analysing and manipulating reports and presenting data in relevant and meaningful formats at all levels
- h) Effective verbal and written communication skills with clients and colleagues both internal and external
- i) Demonstrates a commitment to quality
- j) Possesses good attention to detail and a high level of accuracy and checking
- k) Demonstrates a commitment to the principles and practices of Equal Opportunities and Data Protection