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| Learning & Skills Hub Compliance & Administration Assistant**Job Description and Personal Specification** |
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| **Job title:** | Compliance & Administration Assistant  |
| **Place of work:** | National |
| **Hours of work:** | 37 hours per week |
| **Salary/Grade:** | Operations £23,000  |
| **Reports to:** | Compliance & Quality Manager |
| **Level of screening:** | Enhanced DBS screening |
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| Who we are |

Catch22 exists to help build a society where everyone has a good place to live, good people around them, and a fulfilling purpose. [We call these our '3Ps'.](https://www.catch-22.org.uk/about/our-vision/)

We achieve this in two ways. First we improve lives on the frontline through delivery of public services. Secondly, we use our knowledge to change 'the system', to fix the complex web that can trap and disempower those it was set up to help. With the heart of a charity and the mindset of a business, we are uniquely placed to deliver on this challenging agenda.

The Catch22 Employability & Skills division are committed to supporting people to find their purpose and thrive. Whether that’s helping them gain qualifications and vital life skills in our Colleges and through our NCS programmes, or supporting them in their search for sustainable employment, the division works collaboratively to deliver impact in all the spheres they operate.

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| Where you fit in |
| In the role of Compliance & Administration Assistant, you will provide essential support to the Senior Leadership Team, Operational Managers, and Staff to ensure full compliance across all Catch22 Colleges. Additionally, you will provide daily administrative support to ensure the efficient and professional operation of the Employability & Skills Hub. |
| Main Duties & Accountabilities |

**Compliance Support**

* Working with the Compliance & Quality Manager to ensure all paperwork for new students passes compliance and quality checks before being uploaded for funding claims.
* Compliance checking documents submitted by all sites, updating individual learning records (ILR) in PICS accurately and in a timely manner on our PICS MI system and tracking documents.
* Reviewing student information and engagement to ensure continued funding claims are supported and ILR accuracy.
* Reviewing and updating trackers and risk registers as documents flow through the department.
* Generating reports from PICS to assist sites and management in reviewing overdue documents.
* Assisting in the management of the bursary compliance procedures across multiple locations.
* Becoming knowledgeable about the ESFA’s and other programme funding streams contractual requirements (especially in relation to bursary funding, core funding requirements and reporting requirements), providing advice and guidance to managers and their local operational teams on these requirements and expectations to ensure complete compliance.
* Assisting as needed with the integration of Catch22 skills systems along with Catch22’s other systems used by our People, Finance, Business Development and other corporate teams.
* Be willing to travel between sites, particularly if assigned to a regionally structured study programme site.

**Admin & Finance Support**

* Managing exam bookings across all College sites in accordance with the appropriate awarding body, ensuring precise assignment of qualifications and levels. Utilise the exams booking form to meticulously track all data, including exam results.
* Reviewing incoming correspondence and prioritising matters for the team’s attention and responding to administrative requests such a taking minutes, supporting the team with events, transport bookings etc.
* Utilising the electronic purchase order system to raise purchase orders, requisitions and receipt of goods. Dealing with enquiries relating to purchase orders and requisitions from suppliers, finance and accounts payable. And liaising with corporate services to ensure that employers are paid in a timely manner through tracking of payments.

**Special projects – being responsive and flexible**

* Our whole team is 100% committed to working together to make sure we are always getting better at what we do. This sometimes involves undertaking tasks that aren’t necessarily included in job descriptions like this one. We need our administrator to be flexible and responsive in the same way.

**Being human!**

* We don’t expect our staff to be perfect. We don’t want a robot. We want a human being who might sometimes make mistakes, but who will learn from them. We want someone who works hard, but who also knows how important it is to laugh sometimes! We want someone who will have endless patience with our students because they can appreciate the challenges they have faced, or that they continue to face. We want someone who is passionate about helping young people to flourish in life, and who can see the vital role they will play in enabling our team to do just that.

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| What does good look like for this role? |

* Ensuring that we are fully compliant across our Catch22 Colleges.
* Operational Managers and delivery staff feeling well supported in their roles.
* Be an effective communicator disseminating information in a prompt and timely manner.

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| Organisational Relationships |
| * Report directly to the Compliance & Quality Manager
* Work as a member of the wider Operational team, covering their work at times, sharing best practice, etc.
* Always embody Catch22’s core values. We want our people to always be collaborative, fearless, results driven and original.
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| Compliance and Data Manager: Person Specification |
| **COMPETENCY** | **ESSENTIAL** | **DESIRABLE** | **ASSESSMENT** |
| **QUALIFICATIONS** | * Minimum Level 2 in English and Maths
 | * Business Administration qualification
 | Application Form, Interview/Selection Process |
| **KNOWLEDGE** | * Demonstrable knowledge in developing and maintaining administrative systems and processes to support the work of a team.
* Able to demonstrate high level technical skills with experience of working with complex databases.
 | * Some knowledge of ESFA funding and compliance rules/methodologies.
* Experience and/or demonstrable knowledge of working in an education and training setting, ideally with ‘harder to reach’ students who may have behavioural or emotional and social support needs.
 | Application Form, Interview/Selection ProcessEssential  |
| **EXPERIENCE** | * Experience and/or demonstrable knowledge of working with/maintaining databases (e.g. case management systems), i.e. using them rather than building them.
* Experience in analysing and interpreting data, and in presenting data to a range of stakeholders to inform their decision making.
* Experience in providing information, advice and guidance to a range of stakeholders in respect of data, compliance, recording rules, etc.
* Experience and/or demonstrable knowledge of managing local financial processes and systems.
 | * Experience of working with both internal and sub-contracted study programme, apprenticeships or employability delivery.
* Experience of undertaking formal compliance audits.
 | Application Form, Interview/Selection Process |
| **SKILLS & ABILITIES** | * High standards of organisation. Highly effective in managing your own time and in prioritising work to meet competing deadlines.
* Ability to remain calm and resilient in sometimes difficult, stressful situations, as might be expected given that the team is working to support young people who have previously struggled in a traditional educational setting.
* Able to convey complex information to a range of stakeholders, either through reports or presentations/verbally.
* Able to use your own initiative and to plan and prioritise your workload, and willing to go the extra mile when necessary to complete priority activities/meet deadlines.
* Able to break down complex challenges/tasks into an ordered programme of work to achieve a given objective on time and to a high standard.
* Excellent ICT skills, particularly MS, MIS products and CRM systems.
* An understanding of data protection and information assurance regulations, and the importance of respecting the confidentiality of the information you will have access to.
 | * Able to appreciate and articulate the role of ICT in the effective delivery of services and programmes.
 | Application Form, Interview/Selection ProcessEssential  |
| **OTHER** | * Share Catch22 values
* Awareness of and commitment to Equality & Diversity
* Willing to travel and work flexibly
* Desire to develop and undertake training as required
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