

**Greater Manchester Combined Authority**

**Role Profile**

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| **Job Title:**  | Programme and Contract Officer | **Date:**  | August 2017 |
| **Reporting Line:**  | Performance and Contract Monitoring Manager | **Job Level:** | Band 6  |
| **Department:** | Skills & Work  | **Business Area:**  | Skills & Work  |

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| JOB PURPOSE |
| Manage the claims and compliance processes (including the processing of delivery partner claims) for funding and grant programmes within the Work and Skills portfolio, ensuring accurate allocation of costs, robust verification of output and results evidence, accurate and timely submission of claims. |

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| **KEY RESPONSIBILITIES**  |
| * Develop, implement and maintain programme management tools, documents and systems, to enable the capture, allocation, monitoring and reporting of programme activity and expenditure.
* To implement and manage complex procedures relating to the processing of claims and audit, including liaison with the relevant Local Authority to agree payments to service providers/grant recipients.
* Maintain project files including activity records, output and outcome evidence and match funding evidence.
* Act as the first point of contact for telephone enquiries about the managed programmes.
* Liaise with partners, stakeholders and funded organisations to promote and communicate about the programmes
* Effectively and accurately process grants claims.
* Compile and verify funding claims and support the process of managing data in order to ensure the timely and accurate submission of claims, including responding quickly and efficiently to queries, thus ensuring timely financial transactions and a high degree of compliance with funder requirements.
* Implement and maintain financial and performance/risk management systems, to enable accurate and consistent capture, allocation, monitoring and reporting of all financial transactions within projects and to enable effective management of project performance against contracts.
* Track and control auditable documentation including contracts, official correspondence, etc and other data/information/reports.
* Ensure contract compliance and delivery of agreed milestones, finances and outcomes, including the verification of evidence for audit purposes and monitoring visits to providers in respect of claims made.
* Ensure accurate financial and performance information is communicated between relevant parties through the production of detailed monthly performance reports.
* Ensure best practice and any change to guidance is incorporated into standard forms and is reflected in procedures and guidance documents.
* Assist as appropriate with the collation of statistics and outputs as required by the funding bodies and the company.
* Support work of the Skills and Employment Partnership by taking on pieces of work as appropriate and by submitting reports to the partnership as necessary.
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| **DIMENSIONS** |
| * Administration of significant identified multi-million pound funding programmers.
* Work with key strategic partners at local, national and EU levels including:
* Greater Manchester’s ten Local Authorities.
* Skills Funding Agency / National Apprenticeship Service.
* Learning Providers & Colleges.
* Greater Manchester Chamber of Commerce & Employer Skills Groups.
* Employers.
* Jobcentre Plus / DWP.
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| **KNOWLEDGE, SKILLS AND EXPERIENCE** |
| **Essential Skills:*** Ability to understand and manipulate complex data sets, which combine both accounting and project management principles, with a high level of accuracy.
* Numerically literate with a high level of attention to detail.
* Excellent organisational and administrative skills.
* Use of Excel Spreadsheets to an advanced level.
* Systematic and efficient approach to administrative tasks.
* Good organiser, able to manage multiple activities.
* Confidence and ability to deal effectively with financial/accounting information.
* Ability to work independently and effectively to meet deadlines.

**Key Skills**:* Drafting and writing papers and communications / marketing materials.
* Strong IT skills including Excel spreadsheets and PowerPoint.
* Ability to work effectively in a busy, professional and demanding environment where attention to detail, accuracy and high quality standards is the norm.
* Ability to work with complex data sets to produce information with a high degree of accuracy to tight deadlines.
* Ability to handle accounts information, audit processes and systems.
* Good understanding of project management.

**Experience:*** A track record of delivering a high standard of accuracy and contractual / financial compliance.
* Appropriate professional administration experience requiring a highly organised and efficient approach.
* Provision of administration/project management support and coordination, including financial elements in a relevant private or public sector role, commercial organisation, government / public body, NGO or a consultancy.
* Experience of project or programme management in an employment or skills setting.
* Experience of managing or monitoring the achievement of contractually agreed outcomes.
* Experience of managing and monitoring an agreed budget.

**Knowledge:** * Project Management/contract management and claims processing systems (or equivalent).
* Microsoft Office applications.
* Sound knowledge and understanding of financial procedures.
* Financial processes, transactions and systems.
* Key funding programmes, publically funded projects and funder requirements.
* Key partners in the skills and employment sectors
* Administrative and data management processes such as document control and management, forms design, scheduling tasks, including the secure processing of data.

**Personal Style:*** High level of attention to detail.
* Strong commitment to high quality work.
* A high level of enthusiasm, personal drive and energy and a capacity for sustained effort and performance.
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| **CONTEXT** |
| This post is part funded by ESF 2014-2020 Structural Funding as part of the Greater Manchester ESF Co-Financing Organisation contract running to 30th September 2023. |