

JOB DESCRIPTION

DIRECTORATE:

SECTION: Programme & Fund Services (PFS)

JOB TITLE: Programmes Officer

RESPONSIBLE TO: Assistant Programmes Manager

**SUPERVISORY
RESPONSIBILITY:** n/a

KEY RELATIONSHIPS:

Internal: Assistant Programmes Manager, Programmes Manager, Head of Programme & Fund Services; Senior Programmes Officers, Partnership and Administration Officers, Corporate Services, and other internal Programme Leads and delivery teams

External: Clients, applicants, external partners; business and community representatives, government agencies and managing authorities, contracting departments; Cornwall Council Members and officers

MAIN PURPOSE OF THE JOB:

- To play a critical role in ensuring that the delivery of programme funds is compliant and accurately administered by providing detailed analysis and appraisal of project applications, monitoring performance and scrutinising claims for funding.
- To undertake audit and compliance activities against the claims and contracts.

KEY TASKS:

Service delivery

- Undertake thorough appraisals and/or technical checks of projects to the required programme specification, liaising with all relevant parties and ensuring regulatory compliance at all stages.
- Administer and monitor the allocation of funds and grants to projects
- Undertake project and programme monitoring as necessary to meet the individual scheme requirements, including undertaking site visits and inspections to projects.
- Implement standards for the monitoring of financial and other outputs of programmes
- Make recommendations to funding panels on applications
- Support the development of new areas of work for the service. Work with other staff to develop and deliver other areas of work for the wider service.
- Provide financial analysis and scrutiny of funding claims and check grant claims against offer letters, leading to recommendations for grant payments to be made
- Draft offer or rejection letters and funding contracts and variations and undertaking secondary checks prior to sending for signature by senior members of staff
- Draft other relevant project/programme correspondence for check or issue as required.
- Contribute to cross-cutting project or service development activities to enhance the performance of Cornwall Development Company

Relationship management

- Establish strong professional relationships and liaise with internal and external stakeholders, Programme Leads, delivery teams and scheme applicants, providing guidance and explanations regarding the delivery processes, and required auditory compliance and quality standards



- Support the delivery of presentations, training or other initiatives to promote the service and best practice
- Assist and take part as directed in the publicity and promotion of funds to relevant parties
- Determine appropriate responses to enquiries from stakeholders, seeking approval where required
- Help to implement a positive customer experience which includes ensuring that professional conduct is maintained during periods of conflict.

Service development

- Monitor the performance and compliance of projects and report to senior staff on opportunities, threats or trends
- Assist senior staff in developing the effectiveness of service delivery
- Contribute to the development of PR and communications initiatives

Technical

- Provide advice to all relevant parties (internal and external) on processes/programme requirements for assigned projects and programmes.
- Provide detailed analysis on applications and present this in a variety of forms to enable appropriate decisions to be made by relevant panels/decision makers
- Maintain up-to-date professional knowledge of relevant policy changes to ensure effectiveness of own work

Leadership & management

- Mentor, advise and/or guide and/or supervise trainees and/or seconded staff and/or temporary placements as required at relevant times
- Deputise for the Senior Programme Officers as required

Performance reporting & management

- Apply established risk and performance indicators, monitoring all assigned projects, funds and programmes
- Collate and report on outputs and outcomes as required by funders, Cornwall Council or other stakeholders
- Maintain all internal files and data in accordance with audit and regulatory requirements and company practices

Resource management

- Support the management of any allocated budgets, helping to ensure that spend is effective, value for money is achieved and risks are managed.
- Manage own time and interactions with clients and colleagues so that it is efficient and enables effective delivery of the programmes.

Customer feedback

- Contribute to the development of customer feedback systems for the team
- Provide a point of contact for customer feedback, determining an appropriate response when required

KEY RESULT AREAS:

- Ensuring timely and effective appraisals, accurate claims checks and efficient allocation and monitoring of funds
- Timely and high-quality updating/reporting of service data systems to enable accurate reporting to internal and external stakeholders
- Provision of accurate information to applicants, funding panels and other interested parties
- Development and maintenance of high-quality relationships with all customers and clients



PERSONAL & TEAM RESPONSIBILITIES:

- Provide a good role model for staff and trainees and project a positive image to local employers
- Demonstrate the Company's culture, values and behaviours:
 - achieving excellence
 - valuing ourselves and others
 - showing personal leadership
 - being passionate about what we do
 - committed to a low carbon future for all
- Take responsibility for own self-development on a continuous basis.
- Carry out responsibilities with due regard to the Data Protection Act and current Data Protection policy
- Carry out responsibilities with due regard to the Company's Equal Opportunities Policies, Safeguarding Policy and Environmental Policy.
- Work at all times within the code of the Health & Safety Act

This job description is not comprehensive or exclusive and duties may be varied from time to time, but these will not change the general character or level of responsibility of the job. This job description and your performance will be regularly reviewed with you.

Good communication and organisation skills as well as self motivation and self confidence will remain essential qualities to fulfil this role.

In addition to fulfilling this specific role, you may occasionally be required to make your abilities available to help meet related business needs of the Company in your own or other departments. This would only be required if authorised by your Divisional Manager and subject to confirmation that precedence is given to your normal duties

Date last reviewed: September 2018
Approved by manager: September 2018
Agreed with post holder:
Date Personnel informed:



PERSON SPECIFICATION

SECTION: Programme & Fund Services

JOB TITLE: Programmes Officer

EXPERIENCE

Essential	Desirable	How identified
<ul style="list-style-type: none"> • Demonstrable experience of project appraisal, or project application processes or project management. • Experience of liaison with the private, public and voluntary sectors • Experience of using electronic database/spreadsheets and/or CRM systems to record and analyse accurate data • Sound understanding and experience of financial administration or financial management and financial analysis • Experience of detailed data analysis and interpretation. • Experience of monitoring performance against key performance indicators • Experience of European or national funding and associated regulations 	<ul style="list-style-type: none"> • Previous involvement in community regeneration, rural development or economic development work. • Project management experience 	<ul style="list-style-type: none"> • Application form / CV • Interview • References

EDUCATION & TRAINING

Essential	Desirable	How identified
<ul style="list-style-type: none"> • Degree or equivalent relevant experience at an appropriate level 	<ul style="list-style-type: none"> • Relevant professional qualification • Project Appraisal or Project Management training • Formal training in accountancy or finance • IT qualification (e.g. ECDL) 	<ul style="list-style-type: none"> • Application form / CV • Certification

BEHAVIOURS

Essential	Desirable	How identified
<ul style="list-style-type: none"> • Excellent attention to detail • Excellent research and analytical skills Excellent report writing skills • Thorough, reliable, diplomatic, people-friendly 	<ul style="list-style-type: none"> • Proven ability to influence others to achieve outcomes • Ability to contribute to the development of PR and communication processes 	<ul style="list-style-type: none"> • Application form / CV • Interview • References



<ul style="list-style-type: none"> • Ability to maintain position in contentious situations • Ability to communicate effectively with a variety of audiences at different levels and under pressure • Ability to liaise with multi-disciplinary teams • Ability to compile information, format and present in an effective way including presentations • Demonstrable focus on the customer • Excellent networking skills • Demonstrates interest in local issues and regeneration • Self-motivation, good interpersonal skills, • Ability to complete work in a timely fashion and to clearly defined goals. • Ability to grasp relevant points efficiently and effectively in all forms of communication • Ability to use initiative, innovate and find solutions that are achievable and realistic • Appropriate regard for confidential information including the processing of sensitive data 		
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KNOWLEDGE & SKILLS

Essential	Desirable	How identified
<ul style="list-style-type: none"> • Good working knowledge of European or national funding and associated regulations • Knowledge of project appraisal tools and techniques • Understanding of performance and risk management • Understanding of procurement regulations and practices • Excellent numerical and accountancy skills 	<ul style="list-style-type: none"> • An understanding of equal opportunities, environmental and sustainable development issues • Understanding of state aid regulations 	<ul style="list-style-type: none"> • Application form / CV • Interview • References



<ul style="list-style-type: none"> Fully competent in the use of ICT including the main Microsoft packages 		
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ANY ADDITIONAL FACTORS

Essential	Desirable	How identified
<ul style="list-style-type: none"> Ability to travel to meet the requirements of the role Some working outside normal office hours may be required 	<ul style="list-style-type: none"> Access to own vehicle 	<ul style="list-style-type: none"> Application form / CV Interview References

